



## **VIPER System**

*for*

## **San Mateo County, CA**

**(Direct Sale)**

**Quote Number: 25714**

**Version: 11**

**November 20, 2018**

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**Summary - 1 Year - San Mateo Node A**

<b>Item</b>	<b>Cost</b>
Systems	\$740,896.59
Services	\$107,700.00
Recurring Services	\$4,540.00
Maintenance	\$2,457.00
Discount	(\$237,000.00)
<b>Total:</b>	<b>\$618,593.59</b>

<b>Year</b>	<b>Systems</b>	<b>Professional Services</b>	<b>Recurring Services</b>	<b>Maintenance Services</b>	<b>Discount</b>	<b>Totals</b>
Year 1	\$740,896.59	\$107,700.00	\$4,540.00	\$2,457.00	(\$237,000.00)	<b>\$618,593.59</b>
<b>Totals</b>	<b>\$740,896.59</b>	<b>\$107,700.00</b>	<b>\$4,540.00</b>	<b>\$2,457.00</b>	<b>(\$237,000.00)</b>	<b>\$618,593.59</b>

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## Configuration Parameters - San Mateo Node A

### Site Configuration

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Total Positions	30 (20 Upgrade, 10 New)
Total Number of E9-1-1 CAMA Trunks	Up to 36
Total Number of FXO Lines	Up to 112
Total Number of ISDN-PRI channels (T1)	0
SIP Interface to 3 <sup>rd</sup> Party PBX	Included
Third Party IP Recording Interface	Included
PowerOPS	Included
VIPER ACD	Not Included
Add-on for Radio Recorder	Included

### Systems

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VIPER	\$193,547.79
Power Stations	\$159,015.00
Power 911	\$188,924.80
Power Metrics Setup Fees	\$7,000.00
MapFlex Software	\$91,505.00
Power 911 Hardware	\$8,595.00
MapFlex Hardware	\$11,000.00
Object Server Hardware	\$4,071.00
Common Hardware	\$5,200.00
PowerOps Hardware	\$1,668.00
Peripheral Hardware	\$990.00
Network Equipment	\$1,450.00
Critical Spares	\$13,780.00
Freight Charges	\$3,500.00
Sales Tax	\$51,100.00
DISCOUNT	(\$237,000.00)
Third Party Solution	\$300.00

### Professional Services

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MapFlex Training	\$1,500.00
Staging	\$8,750.00
Project Survey	\$1,500.00
Installation	\$43,500.00
Reimbursable Travel Expenses	\$21,000.00
Power 911 Training	\$15,000.00
Project Management Services	\$15,700.00

### Recurring Services

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Power Metrics Recurring Srv	\$4,540.00
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### Maintenance

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Antivirus Recurring Fees	\$2,457.00
PowerOps Maint Services	\$0.00

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912802/2	VIPER Primary Application Server	1	\$3,650.00	\$3,650.00	\$3,650.00
912803/2	VIPER Primary VoIP Soft Switch	1	\$2,650.00	\$2,650.00	\$2,650.00
912822/2	VIPER Secondary Application Server	1	\$3,250.00	\$3,250.00	\$3,250.00
912823/2	VIPER Secondary VoIP Soft Switch	1	\$2,650.00	\$2,650.00	\$2,650.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$75.00	\$75.00
912800	VIPER Gateway Shelf	13	\$990.00	\$742.50	\$9,652.50
912801	CAMA Interface Module (CIM)	9	\$2,690.00	\$2,017.50	\$18,157.50
912811	Application Server License	10	\$995.00	\$746.25	\$7,462.50
912811/U	Application Server Access License Upgrade	22	\$497.50	\$373.12	\$8,208.64
912812	PBX Access License	10	\$645.00	\$483.75	\$4,837.50
912812/U	PBX Access License Upgrade	20	\$322.50	\$241.87	\$4,837.40
912813	48V Power Supply and Shelf - VIPER System	4	\$995.00	\$995.00	\$3,980.00
912813/M	48V Power Supply Module	4	\$804.00	\$804.00	\$3,216.00
912814	Admin Interface Module (AIM)	28	\$1,400.00	\$1,050.00	\$29,400.00
912827	VIPER Backroom Mounting Kit	1	\$2,667.00	\$2,667.00	\$2,667.00
P10008	Lic to Connect Non-Intrado Recording Device	1	\$1,995.00	\$1,496.25	\$1,496.25
E10642	PowerOps Client Access License	1	\$7,500.00	\$5,625.00	\$5,625.00
P10035	PowerOps Software Media	1	\$100.00	\$75.00	\$75.00
912925	SIP I/F to 3rd Party PBX License - Per Position	30	\$1,995.00	\$1,496.25	\$44,887.50
C10036	Power Cord Cable with A/C twist lock	3	\$150.00	\$150.00	\$450.00
912820/48	Cisco C3650-48-TS-S 48 port Switch	4	\$8,500.00	\$8,500.00	\$34,000.00
912820/P	Dual Power Supply Module for C3650	4	\$580.00	\$580.00	\$2,320.00
				<b>Subtotal</b>	<b>\$193,547.79</b>
<b>Power Stations</b>					
914121/1	IWS Workstation - Software and Configuration	30	\$273.00	\$273.00	\$8,190.00
911801	A9C G3, Desk Mounting Kit	30	\$195.00	\$146.25	\$4,387.50
911809	A9C G3, Call Handling Accessories	30	\$530.00	\$397.50	\$11,925.00
911810-1	A9C G3 : Bundle	30	\$5,680.00	\$4,260.00	\$127,800.00
911808	A9C G3, Second Screen Kit	30	\$295.00	\$221.25	\$6,637.50
911785	Position Image - Power Station Gen3	1	\$100.00	\$75.00	\$75.00
				<b>Subtotal</b>	<b>\$159,015.00</b>
<b>Power 911</b>					
913100	Power 911 Client Access License (CAL)	10	\$9,995.00	\$7,496.25	\$74,962.50
913100/U	Power 911 Client Access License Upgrade	20	\$4,997.50	\$3,748.12	\$74,962.40
913152	Power 911 Add-On Recorder for Radio	10	\$600.00	\$450.00	\$4,500.00
913152/U	Power 911 Add-On Recorder for Radio UG	20	\$300.00	\$225.00	\$4,500.00
913202	Power 911 Server Access License	10	\$1,995.00	\$1,496.25	\$14,962.50
913202/U	Power 911 Server Access License Upgrade	20	\$997.50	\$748.12	\$14,962.40
913152/CD	ITRR Media Kit	1	\$100.00	\$75.00	\$75.00
				<b>Subtotal</b>	<b>\$188,924.80</b>

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**Power Metrics Setup Fees**

P10195	Power Metrics Advanced - Service set-up: single RDDM-Server Class	1	\$7,000.00	\$7,000.00	\$7,000.00
				<b>Subtotal</b>	<b>\$7,000.00</b>

**MapFlex Software**

MF-SRV-40	MapFlex Server License (31-40 positions)	1	\$5,995.00	\$5,995.00	\$5,995.00
MF-DMSD-40	MapFlex 9-1-1 Client License DS (31-40 Pos)	30	\$2,767.00	\$2,767.00	\$83,010.00
MF-DP-NEW	MapFlex GIS Data Prep - New System or Major Version Upgrade	1	\$2,500.00	\$2,500.00	\$2,500.00
				<b>Subtotal</b>	<b>\$91,505.00</b>

**Power 911 Hardware**

914961	IWS Server RACK Bundle - Type B	1	\$8,595.00	\$8,595.00	\$8,595.00
				<b>Subtotal</b>	<b>\$8,595.00</b>

**MapFlex Hardware**

MF-HW	MapFlex Server Hardware	1	\$6,500.00	\$6,500.00	\$6,500.00
MF-HWBU	MapFlex Backup Server Hardware	1	\$4,500.00	\$4,500.00	\$4,500.00
				<b>Subtotal</b>	<b>\$11,000.00</b>

**Object Server Hardware**

914962	IWS Server RACK - Type A	1	\$2,673.00	\$2,673.00	\$2,673.00
914121/3	IWS Object Server - Underlying Software	1	\$1,398.00	\$1,398.00	\$1,398.00
				<b>Subtotal</b>	<b>\$4,071.00</b>

**Common Hardware**

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
P10114/R	Backup Disk Solution for Windows Server	1	\$3,400.00	\$3,400.00	\$3,400.00
				<b>Subtotal</b>	<b>\$5,200.00</b>

**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	1	\$1,668.00	\$1,668.00	\$1,668.00
				<b>Subtotal</b>	<b>\$1,668.00</b>

**Peripheral Hardware**

915109/P	Alarm Panel (Includes Power Supply)	1	\$990.00	\$990.00	\$990.00
				<b>Subtotal</b>	<b>\$990.00</b>

**Network Equipment**

914148	West Firewall Appliance	1	\$1,350.00	\$1,350.00	\$1,350.00
914148/CD	Call Handling Firewall - Media Set	1	\$100.00	\$100.00	\$100.00
				<b>Subtotal</b>	<b>\$1,450.00</b>

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**Critical Spares**

912802/2	VIPER Primary Application Server	1	\$3,650.00	\$3,650.00	\$3,650.00
912814	Admin Interface Module (AIM)	1	\$1,400.00	\$1,050.00	\$1,050.00
912820/48	Cisco C3650-48-TS-S 48 port Switch	1	\$8,500.00	\$8,500.00	\$8,500.00
912820/P	Dual Power Supply Module for C3650	1	\$580.00	\$580.00	\$580.00
				<b>Subtotal</b>	<b>\$13,780.00</b>

**MapFlex Administrator Training**

P10090	MapFlex 9-1-1 Administrator Training	1	\$1,500.00	\$1,500.00	\$1,500.00
				<b>Subtotal</b>	<b>\$1,500.00</b>

**Staging**

950858	Backroom Staging - Additional work when no Cab	1	\$1,250.00	\$1,250.00	\$1,250.00
950852	Front Room Equipment Staging - Per Position	30	\$250.00	\$250.00	\$7,500.00
				<b>Subtotal</b>	<b>\$8,750.00</b>

**Project Survey**

950100	Project Survey (per Site)	1	\$1,500.00	\$1,500.00	\$1,500.00
				<b>Subtotal</b>	<b>\$1,500.00</b>

**Installation**

950104	Professional Services (per Day)	28	\$1,500.00	\$1,500.00	\$42,000.00
P10121	Remote MapFlex Configuration	1	\$1,500.00	\$1,500.00	\$1,500.00
				<b>Subtotal</b>	<b>\$43,500.00</b>

**Reimbursable Travel Expenses**

960575	Reimbursable Travel Expenses	105	\$200.00	\$200.00	\$21,000.00
				<b>Subtotal</b>	<b>\$21,000.00</b>

**Power 911 Training**

960801	Power 911 User Training	8	\$1,500.00	\$1,500.00	\$12,000.00
960780	Power 911 Administrator Training	2	\$1,500.00	\$1,500.00	\$3,000.00
				<b>Subtotal</b>	<b>\$15,000.00</b>

**Project Management Services**

950510	Project Management Services	1	\$0.00	\$15,700.00	\$15,700.00
				<b>Subtotal</b>	<b>\$15,700.00</b>

**Freight Charges**

FREIGHT	Freight Charges	1	\$0.00	\$3,500.00	\$3,500.00
				<b>Subtotal</b>	<b>\$3,500.00</b>

**Sales Tax**

SALES TAXES	Sales Taxes	1	\$0.00	\$51,100.00	\$51,100.00
				<b>Subtotal</b>	<b>\$51,100.00</b>

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**Power Metrics Recurring Srv**

P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP Year 1	1	\$3,580.00	\$3,580.00	\$3,580.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1	\$960.00	\$960.00	\$960.00
				<b>Subtotal</b>	<b>\$4,540.00</b>

**Antivirus Recurring Fees**

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	39	\$63.00	\$63.00	\$2,457.00
				<b>Subtotal</b>	<b>\$2,457.00</b>

**PowerOps Maint Services**

E10643	PowerOps Maintenance Year 1	1	\$0.00	\$0.00	\$0.00
				<b>Subtotal</b>	<b>\$0.00</b>

**Third Party Solution**

220P000280-401	BOM - VIPER : Power Distribution Unit (PDU)	1	\$300.00	\$300.00	\$300.00
				<b>Subtotal</b>	<b>\$300.00</b>

**DISCOUNT**

DISCOUNT MNTC	Maintenance Discount	1	\$0.00	(\$1,254.09)	(\$1,254.09)
DISCOUNT SVC	Service Discount	1	\$0.00	(\$31,286.02)	(\$31,286.02)
DISCOUNT SYST	System Discount	1	\$0.00	(\$203,122.43)	(\$203,122.43)
DISCOUNT REC SVC	Recurring Services Discount	1	\$0.00	(\$1,337.46)	(\$1,337.46)
				<b>Subtotal</b>	<b>(\$237,000.00)</b>

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**Total**                    **\$618,593.59**

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## Notes

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- 1 San Mateo County is currently operating a VIPER equipped with 36 CAMA Trunks and 112 Administrative lines, and 20 positions of Power 911 with ITRR and Power MIS.

This quote upgrades all the software to the latest versions, replaces all hardware, and adds 10 additional positions. The VIPER backroom will be installed in a Customer-Supplied rack. Power Metrics Advanced will now replace Power MIS. The following additional feature sets have been added:

- Power Ops
- SIP Interface to 3<sup>rd</sup> Party PBX
- IP Recording Interface

Based on the current processes of the State of California, Travel and Living expenses for all services has been combined into a single line entitled "Reimbursable Travel Expenses".

Power Metrics Recurring fees and maintenance for years 2-5 have been moved to a separate quotation 29759 v2.

Unless otherwise specified in this quotation, Customer is responsible for the large screen monitor on which Power Ops is to be displayed. Regardless of whether West Safety Solutions Corp. or the customer provides the large-screen monitor, the Customer is responsible for installation of the monitor and connectivity (including cabling) from the Power Ops workstation. Power Ops is mandatory if the VIPER ACD option is selected.

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- 2 The 3rd Party Recorder Interface Kit provides the following:

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

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

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- 3 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, West will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.
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- 4 The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.
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### 5 Comprehensive Project Management

This is a service offered to partners that do not have a Project Manager assigned to the project, where West Safety Solutions, Corp's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

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The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
- Scope of Work is completed (includes a Project Schedule of key dates)
- Review system design
- Site and/or network diagram are completed as required
- 3rd Party contractors included in the sales order are contacted and managed
- Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
- Comprehensive risk assessment and mitigation planning
- Overall project coordination
- Weekly project status meetings are scheduled, led and documented
- Customer configuration for staging is collected and communicated
- Equipment staging (if ordered) and shipping is managed"
- Coordinate on-site delivery
- Equipment receipt and inventory is validated
- West Safety Solutions Corp. resources are scheduled and managed with project implementation and cut-over requirements
- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

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

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

**GIS Services Included with MapFlex Deployment**

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

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

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

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

- MapFlex GIS Data Preparation services (following the initial system setup and installation)
  - MapFlex Data Update Service (one-time or recurring)
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Re-creation of the GIS data package or other GIS data professional services performed in support of a MapFlex version upgrade

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**7 Power Metrics**

West retains title to all premise-based equipment and software provided to customer in connection with the Power Metrics service (including RDDMs), which will be removed and returned to West at the conclusion of the service.

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**Terms**

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**VENDOR NAME**      **West Safety Solutions Corp**  
1601 Dry Creek Drive  
Longmont, CO 80503

Include quote number and customer EIN/Tax Identification Number on P.O.

**SUBMIT P.O.**      [ordermanagement.safetyservices@west.com](mailto:ordermanagement.safetyservices@west.com)

**PRICING**      All prices are in USD  
Taxes, if applicable, are extra.  
Handling and Shipping charges are extra unless specified on the quote.

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

**SHIPPING TERMS**      FCA (Montreal), INCOTERMS 2010

**PAYMENT**      Per Contract

**DELIVERY**      TBD

**VALIDITY**      **Quote expires on March 20, 2019.** However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

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## Revision History

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Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original (Modified from 9170 v1)	April 17, 2018
10	MDESEVE	Moved recurring services & maintenance to a separate quote	November 07, 2018
10	MDESEVE	Removed the 3 laptops, Removed all T&L, added 1 line for "Reimbursable Travel Expenses", Adjusted Project Management Costs	November 15, 2018
11	MDESEVE	Adjusted MapFlex tier	November 20, 2018
2	RCRAWFORD	<ul style="list-style-type: none"><li>• Cabinet: Remove cabinet from quote (customer providing cabinets).</li><li>• SIP Licenses: Add 30 SIP Licenses to quote # 25714 (new PSAP VIPER) and 15 SIP Licenses to existing site upgrade quote.</li><li>• Power Metrics: Leave Power Metrics in the quote base summary for now (may be removed to meet customers budget)</li><li>• CISCO UCM: Remove from quote</li><li>• Sentry full Remote Monitoring: Place Sentry full Remote Monitoring in 'Optional' section of quote</li><li>• IP Recording Interface: Add IP Recording Interface to quote</li><li>• ITRR: Add ITRR to quote</li><li>• MapFlex: Remove MapFlex from quote</li><li>• Workstations: Assure quote has HP Workstations in quote.</li><li>• Network Cable: Remove from quote.</li><li>• Modem DSU/CSU: Remove from quote.</li><li>• Monitors: Assure no monitors are in quote.</li><li>• Genovation Keypads: Remove from quote.</li><li>• Laptops with mobile VPN: Quote 3EA in 'Optional' section of quote.</li><li>• Docking Stations: Quote 3EA in 'Optional' section of quote.</li><li>• Critical Spares: Remove VIPER Gateway</li></ul>	July 26, 2018

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		Shelf, Remove CIM, Remove 48v Power Supply, Remove AIM	
		<ul style="list-style-type: none"> <li>• Power OP's: Quote Power Op's as 'Optional'.</li> <li>• Onsite Maintenance: Remove Onsite Maintenance from quote (customer self supports this site).</li> </ul>	
3	RCRAWFORD	changes from v2 are actually for v3.	July 26, 2018
4	RCRAWFORD	Fix the configuration for the VIPER backroom. Removed Alarm Panel. Removed firewall. Removed any remaining reference to MapFlex.	July 30, 2018
5	RCRAWFORD	<ul style="list-style-type: none"> <li>• Add MapFlex to quote base summary.</li> <li>• Increase the current total AIMS from 9 to 28 quantity.</li> <li>• Increase the current total power supplies from 2 to 6 quantity.</li> <li>• Move the 3 Laptops/Docking Stations (currently optional) into the quote base summary with Dark Licenses. Customer is providing keyboard, mice, Geno keypads, monitors.</li> <li>• Add Alarm Panel/pole to quote base summary</li> <li>• Remove Sentry from the quote entirely (currently shown in Optional section)</li> <li>• Anti-Virus: Add Anti-Virus to quote base summary</li> <li>• Add Power Station to the quote base summary (remove Sonic Boxes from quote)</li> <li>• Move Power Op's from optional to the quote base summary.</li> </ul>	August 10, 2018
6	DRICHMOND	adjust MapFlex, remove options	August 13, 2018
6	DRICHMOND	add discount	August 14, 2018
7	DRICHMOND	Add second install trip of 7 days; add SIP I/F to PBX licenses for laptops	August 15, 2018
8	DRICHMOND	Move dual LAN power supplies to base	August 20, 2018
9	DRICHMOND	Add 1 PDU	August 21, 2018

