



Recurring Services/Maintenance

for

San Mateo County, CA

(Direct Sale)

Quote Number: 29759

Version: 3

November 26, 2018

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Summary - 5 Years - San Mateo County

Item	Cost
Systems	\$37,699.50
Services	\$2,287.77
Recurring Services	\$18,160.00
Maintenance	\$154,769.00
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Total:	\$212,916.27

Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 1	\$37,699.50	\$2,287.77		\$189.00	\$40,176.27
Year 2			\$4,540.00	\$38,645.00	\$43,185.00
Year 3			\$4,540.00	\$38,645.00	\$43,185.00
Year 4			\$4,540.00	\$38,645.00	\$43,185.00
Year 5			\$4,540.00	\$38,645.00	\$43,185.00
Totals	\$37,699.50	\$2,287.77	\$18,160.00	\$154,769.00	\$212,916.27

Configuration Parameters - San Mateo County

Site Configuration

Total Positions being added	3
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	0
Total Number of ISDN-PRI channels (T1)	0
SIP I/F to 3rd Party PBX	Included
ECCP	Not Included
PowerOPS	0
VIPER ACD	0
Add-on for Radio Recorder	Included

Systems

Additional Positions	\$39,576.27
Third Party Solution	\$600.00

Recurring Services

Power Metrics Recurring Srv	\$18,160.00
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Maintenance

Software Protection and Remote Tech Support	\$72,720.00
MapFlex Maintenance Services	\$22,796.00
Hardware Protection	\$48,480.00
Antivirus Recurring Fees	\$10,584.00
PowerOps Maint Services	\$0.00

Model#	Description	Qty	List Price	Selling Price	Total
Additional Positions					
914114/BAK	9-1-1 Position (Back-up)	3	\$12,000.00	\$9,000.00	\$27,000.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year	3	\$63.00	\$63.00	\$189.00
913152	Power 911 Add-On Recorder for Radio (ITRR)	3	\$600.00	\$450.00	\$1,350.00
950852	Front Room Equipment Staging - Per Position	3	\$250.00	\$250.00	\$750.00
912925	SIP I/F to 3rd Party PBX License - Per Position	3	\$1,995.00	\$1,496.25	\$4,488.75
950104	Professional Services (per Day)	1	\$1,500.00	\$1,500.00	\$1,500.00
950510	Project Management Services	1	\$0.00	\$787.77	\$787.77
914158	Laptop VPN Support License	3	\$995.00	\$746.25	\$2,238.75
914158/CD	Laptop VPN - Installation Media	1	\$100.00	\$75.00	\$75.00
MF-DMS-CBU	MapFlex Client License - Failover Backup Position	3	\$399.00	\$399.00	\$1,197.00
				Subtotal	\$39,576.27

Power Metrics Recurring Srv

P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP Year 2	1	\$3,580.00	\$3,580.00	\$3,580.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1	\$960.00	\$960.00	\$960.00
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP Year 3	1	\$3,580.00	\$3,580.00	\$3,580.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1	\$960.00	\$960.00	\$960.00
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP Year 4	1	\$3,580.00	\$3,580.00	\$3,580.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1	\$960.00	\$960.00	\$960.00
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP Year 5	1	\$3,580.00	\$3,580.00	\$3,580.00
P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1	\$960.00	\$960.00	\$960.00
				Subtotal	\$18,160.00

Software Protection and Remote Tech Support

950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	3	\$60.00	\$60.00	\$180.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 2	30	\$600.00	\$600.00	\$18,000.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 3	3	\$60.00	\$60.00	\$180.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 3	30	\$600.00	\$600.00	\$18,000.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 4	3	\$60.00	\$60.00	\$180.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 4	30	\$600.00	\$600.00	\$18,000.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 5	3	\$60.00	\$60.00	\$180.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 5	30	\$600.00	\$600.00	\$18,000.00
				Subtotal	\$72,720.00

MapFlex Maintenance Services

MF-DMS-REN40	MapFlex Client License Renewal (31-40 pos) Year 2	30	\$150.00	\$150.00	\$4,500.00
MF-SRV-SUP40	MapFlex Server Support and Maintenance (31-40 pos) Year 2	1	\$1,199.00	\$1,199.00	\$1,199.00
MF-DMS-REN40	MapFlex Client License Renewal (31-40 pos) Year 3	30	\$150.00	\$150.00	\$4,500.00
MF-SRV-SUP40	MapFlex Server Support and Maintenance (31-40 pos) Year 3	1	\$1,199.00	\$1,199.00	\$1,199.00
MF-DMS-REN40	MapFlex Client License Renewal (31-40 pos) Year 4	30	\$150.00	\$150.00	\$4,500.00
MF-SRV-SUP40	MapFlex Server Support and Maintenance (31-40 pos) Year 4	1	\$1,199.00	\$1,199.00	\$1,199.00
MF-DMS-REN40	MapFlex Client License Renewal (31-40 pos) Year 5	30	\$150.00	\$150.00	\$4,500.00
MF-SRV-SUP40	MapFlex Server Support and Maintenance (31-40 pos) Year 5	1	\$1,199.00	\$1,199.00	\$1,199.00
				Subtotal	\$22,796.00

Hardware Protection

950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 2	3	\$40.00	\$40.00	\$120.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 2	30	\$400.00	\$400.00	\$12,000.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 3	3	\$40.00	\$40.00	\$120.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 3	30	\$400.00	\$400.00	\$12,000.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 4	3	\$40.00	\$40.00	\$120.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 4	30	\$400.00	\$400.00	\$12,000.00
950999/HPSA1-BU	Hardware Protect Stand Alone Sys - 1 Year/Pos – Back Up Position Year 5	3	\$40.00	\$40.00	\$120.00
950999/HPSA1	Hardware Protection Stand Alone System - 1 Year/Position Year 5	30	\$400.00	\$400.00	\$12,000.00
				Subtotal	\$48,480.00

Antivirus Recurring Fees

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	42	\$63.00	\$63.00	\$2,646.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	42	\$63.00	\$63.00	\$2,646.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	42	\$63.00	\$63.00	\$2,646.00
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	42	\$63.00	\$63.00	\$2,646.00
				Subtotal	\$10,584.00

PowerOps Maint Services

E10648	PowerOps Renewal Year 3rd Party Year 2	1	\$0.00	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 3	1	\$0.00	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 4	1	\$0.00	\$0.00	\$0.00
E10648	PowerOps Renewal Year 3rd Party Year 5	1	\$0.00	\$0.00	\$0.00
				Subtotal	\$0.00

Third Party Solution

Q13220	DOCKING STATION, HP, UltraSlim	3	\$200.00	\$200.00	\$600.00
				Subtotal	\$600.00

Total	\$212,916.27
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Notes

- 1 This quote provides the recurring costs for services and maintenance of the system purchased off of quotation 25714 v11, as well as an addition 3 dark backup laptop positions.
- 2 **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of West Safety Solutions Corp. CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new system purchase.
Software Protection and Remote Technical Support cannot be deleted from quotes or system orders. Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.
 - a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
 - b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:
 - a) Payment in full for the lapsed period at the prevailing per-seat rate
 - b) Purchase of a new maintenance agreement (one-year or five-year)
 - c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

Software Protection

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. West Safety Solutions Corp. will publish periodic software release bulletins to customers which announce important product updates for West Safety Solutions Corp. software. Customers may then request the new update from West Safety Solutions Corp. based on applicability of the release to customer's system. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have West Safety Solutions Corp. deploy a new release, West Safety Solutions Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services.

Remote Technical Support

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues. Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal. All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers through the online portal to obtain the most up-to-date status on their issues.

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- 3 **Hardware Protection Service** provides for the replacement of any non-operating West Safety Solutions Corp. provided hardware component, with the exception of monitors. This offering only provides for the replacement of the hardware item. Installation services and training (if needed) are not included. This service does not cover items where warranty has been voided due to abuse, Force Majeure or other actions.
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When the West Safety Solutions Corp. Technical Support Center concludes that an item is non-operational, a fully functioning new or refurbished unit will be shipped to the customer. This unit will then become the property of the customer and will restore the functionality of the non-working item, but it may not be the exact same model as the original. The shipment of the replacement item will include a pre-printed shipping label used for the return of the nonworking item from the customer.

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

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

GIS Services Included with MapFlex Deployment

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

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

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

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

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

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

5 Power Metrics

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

Terms

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

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

SUBMIT P.O. 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.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY **Quote expires on March 26, 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

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original	November 07, 2018
2	MDESEVE	Adjusted MapFlex tier	November 20, 2018
3	MDESEVE	Added 3 backup laptops	November 26, 2018