

**FY19**

# **NG-911 GRANT PROGRAM APPLICATION**



VIRGINIA INFORMATION  
TECHNOLOGIES AGENCY  
Integrated Services Division



## FY19NG-911 GRANT PROGRAM APPLICATION

### HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA ISP's website (<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the electronic mailbox for grant applications - [psapgrants@vita.virginia.gov](mailto:psapgrants@vita.virginia.gov). Any supporting documentation must also be submitted along with the application when making your grant application submission.

After the close of the grant application cycle, a Grant ID and email receipt notification will be sent to the e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY19NG-911 Grant Application Cycle starts July 1, 2017 and concludes on October 2, 2017 at 5:00 pm.

**ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.**



## FY19NG-911 GRANT APPLICATION

### PROJECT TITLE

Non-Vendor Supported CHE Upgrade

### GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Emporia City

CONTACT TITLE: Major

CONTACT FIRST NAME: Todd

CONTACT LAST NAME: Anderson

ADDRESS 1: 310 Budd Street

ADDRESS 2: 2T

CITY: Emporia

ZIP CODE: 23847

CONTACT EMAIL: tanderson@emporiapolice.org

CONTACT PHONE NUMBER: 434-634-2121 ext 2

CONTACT MOBILE NUMBER: 2T

CONTACT FAX NUMBER: 434-634-7326

REGIONAL COORDINATOR: Lyle Hornbaker

### HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

**Emporia City**


### GRANT TYPE

Individual PSAP

Shared Services



**Non-vendor supported application MUST include age and/or version of hardware/software, **along with a copy of the notice from the vendor.****

VERSION: VESTA 4.0 R2 HF1 # YEARS of HARDWARE/SOFTWARE: 4.5

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**PRIORITY/PROJECT FOCUS** NVS CHE

**FINANCIAL DATA**

Amount Requested: \$150,000

Total Project Cost: \$172,555



## PROJECT DESCRIPTION



Provide a detailed description of the project for which funding is being sought, including the impact on operational services and consequences of not receiving funding; the relationship to local strategic and capital improvement plans; and sustainability:

2T

The 911 Center is in need of upgrading to our existing CHE system in order to be vendor supported as well as NG911/Text Capable. Our existing CHE system is the Airbus DS Communications VESTA 9-1-1 and has been in service since 2013. The existing Operating system and Database Software no longer has Mainstream Support available by Microsoft and needs upgrading to utilize the feature set of updated CHE Application. CHE Manufacturer Support Agreement requires the City be on the current released software version, or one (1) release back. The City has not been upgraded since installation other than Service Pack or Hot Fixes. Current installed hardware/software is not Virtualized which is required by Vendor for the ASN Service (Advanced Service Node) to process Text-to-911 as well as i3 logging capabilities.

The upgrade of our System Hardware and Software will allow for integration of key Text-to-911 and NG911 Services being made readily available. It will allow for the City to have availability to integrate other 3<sup>rd</sup> Party Services such as Smart911 and RapidSOS which can provide additional service capabilities for our citizens. Implementing a fully redundant system with virtualization will assist in not only to minimize risk in 911 system failures but also reduce system footprint helping to reduce annual system costs. Virtualization will reduce annual Software Costs for Monitoring due to reduction in Servers/Appliances.

If awarded this grant through the FY'19 grant process, the CHE system will have been in operation over five years, which is stretching the life of 911 workstation computers and servers in operation 24/7/365.

There are limited local funds available to fund this entire CHE project on our own. If awarded this grant, the City will be left with the remaining funding to complete the project. This project will help the City leverage existing investment as part of our strategic plan while reducing Support Liabilities on both Operating Systems and the Non-Vendor Supported version of our CHE Equipment.



## PROJECT GOAL

Describe how this project addresses locally identified need(s) and supports the Virginia 9-1-1 Comprehensive Plan:

This project will migrate the City from a non-virtualized platform with the necessary ASN (Advanced Service Node) Services that will allow for Text-to-911 and NG911 integration/i3 Logging. The upgrade will allow for the most recent version of vendor software to be installed and allow Inter-Agency Interconnect between different VESTA 9-1-1 systems where transferring calls will not require going back through the Tandem. This will allow for Call Data (Ani/ALI/Text/etc) to be transferred with the call to the secondary agency. This is not possible today with current non-supported version. Additionally the required Virtualization of the CHE Software will allow for higher supportability and greater flexibility with additional projects in the future.

## PROJECT OBJECTIVES



Describe the objectives that will support the goals identified above:

2T

The 911 Center has a large current investment in the Airbus DS VESTA 9-1-1 CHE System. We have used the system for many years and wish to extend the investment, however the hardware has reached the end of risk free usability as well as software supportability.

The intent is to upgrade the hardware and Operating System while using cost saving technology like Virtualization. As the current system has not been upgraded other than Service Packs or Hot Fixes, there have been multiple updates to the platform in the last 4 years which the City has not been able to take full advantage. A full Implementation plan outlining the software/hardware upgrade and training services will be provided at project Kick Off and will be conducted in a quick efficient manner without impacting 911 Operations at the City.

Capabilities to integrate Text-to-911 and future i3/Next Generation technologies will be possible with the system upgrade. After cut live the system will be monitored for any failures and provided necessary Anti-Virus and OS Patch Updates. This project would extend the use of new computer hardware and software for a minimum of five years. The 911 Center understands it is our responsibility to sustain the project following go-live of the proposed system, and all expenses not covered by grant funds. The City will work with existing Service Provider in making sure the current version or one release back will be maintained as required by the CHE vendor moving forward as possible.

#### **SHARED SERVICES(if applicable)**

Describe the relationship of the project to the participating PSAPs:

2T





Describe the intended collaborative efforts and resource sharing opportunities:

2T



**IMPLEMENTATION PLAN  
SHARED SERVICES & INDIVIDUAL PSAP APPLICATIONS:**

For each applicable phase of the project, indicate the planned completion date.

<b>PROJECT PHASE</b>	<b>PLANNED COMPLETION DATE</b>
<b>INITIATION</b> —Project concept is documented, local board or governing authority approval or endorsement is received, NG-911 Grant application is filed, local budgets are obtained, appropriated grant funds are approved, and budgetary estimates are obtained.	<b>03 / 15 / 18</b>
<b>DESIGN/PLANNING</b> - Requirements are documented, components to be purchased are identified, and general design is documented.	<b>05 / 15 / 18</b>
<b>ACQUISITION</b> - RFP (or other bid related processes) are drafted, proposals are evaluated, contract is signed, purchase orders are issued, and quotes are obtained.	<b>08 / 01 / 18</b>
<b>IMPLEMENTATION</b> - Purchased components are delivered and installed and training is performed	<b>09 / 26 / 18</b>
<b>TESTING/COMPLETION</b> - Performance of system/solution is validated and system/solution goes “live”	<b>10 / 26 / 18</b>



## BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. Briefly explain the reason for each requested budget item and provide the basis for its cost. In addition, if contingency cost has been added, please identify the amount.

**NOTE:** In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment, but a narrative is still required. However, budgetary quotes received from a particular vendor(s) during the application process do not commit the PSAP to use that vendor(s) once the grant is awarded.

See attached Vendor Quote:

The quoted system includes a turnkey installation of all hardware and software necessary to deploy the CHE system. Additionally all services for implementation, training, testing, and cut live have been included as well as applicable support services.

## EVALUATION

How will the project as identified in the project description be evaluated and measured for achievement and success:

The system success will be evaluated by the vendor meeting our statement of work and the system handling and routing emergency calls correctly. This includes transferring/accepting calls outside our jurisdictional boundaries. This also includes proper handling of Text to 911 calls for service with necessary i3 Logging of Text data.



**PHYSICAL CONSOLIDATION - (complete only if applicable)**

How would a consolidation take place and provide improved service:

2T

How should it be organized and staffed:

2T

What services should it perform:

2T

How should policies be made and changed:

2T



**PHYSICAL CONSOLIDATION -(complete only if applicable) – continued**

How should it be funded:

2T

What communication changes or improvements should be made in order to better support operations:

2T

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA 9-1-1		
2	870899-0104R6.0	VESTA 9-1-1 L/D/M	\$2,025.00	\$4,050.00
2	870891-66301	VESTA 9-1-1 R6 SMS LIC	\$0.00	\$0.00
1	873099-03002	R4 CAD INTF KIT	\$675.00	\$675.00
1	870891-66101	R4 CAD INTF LIC ONLY	\$282.00	\$282.00
1	04000-01583	BLKBX TL158A-R4 DATACAST	\$437.00	\$437.00
1	04000-01010	CBL DB25M/DB25M 10FT	\$9.00	\$9.00
		SMS Equipment		
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges. SMS functionality is available in VESTA 9-1-1 Release 6.</i>		
2	03800-03040	FIREWALL MODEM 60D	\$489.00	\$978.00
2	03800-03041	WARR FIREWALL 60D 1YR	\$167.00	\$334.00
		VM Medium Server Bundle		
		<i>Note: The Medium Server Bundle is for PSAP's up to 40 positions with an annual call volume of 500,000 or less.</i>		
1	853031-MLSVRSG-2	V-ML MED SVR BNDL SNGL	\$25,176.00	\$25,176.00
2	06500-00501	2-POST 5U RACK MNT KIT	\$353.00	\$706.00
2	04000-68005	V-SVR BASIC SPT 1YR	\$107.00	\$214.00
		VESTA 9-1-1 Licenses		
		VESTA - Basic Operations		
3	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$2,700.00	\$8,100.00
3	PS-0AC-VSSL-M	VESTA COMP REG	\$94.00	\$282.00
3	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,337.00	\$4,011.00
		VESTA Workstation Equipment		
3	61000-819201	DKTP PRODESK MINI	\$1,090.00	\$3,270.00
3	64000-00100	DKTP REL BRKT	\$24.00	\$72.00
3	64000-00200	DKTP TWR STAND	\$27.00	\$81.00
3	63000-212201	MNTR FP LED WIDE-SCRN 22IN	\$175.00	\$525.00
3	64007-50022	KEYPD 24K 25F USBCBL CP24	\$139.00	\$417.00
12	04000-01018	CBL DVI KVM EXT KIT	\$37.00	\$444.00
3	04000-01005	KVM DVI 4-PORT SWITCH	\$272.00	\$816.00
3	853004-00401	SAM EXT SPKR KIT	\$225.00	\$675.00
3	65000-00124	CBL PATCH 15FT	\$15.00	\$45.00
3	853030-00302	R4 SAM HDWR KIT	\$2,230.00	\$6,690.00
3	02800-20500	HDST 4W MOD ELEC MIC BLK	\$36.00	\$108.00
3	03044-20000	HDST CORD 12FT 4W MOD BLK	\$5.00	\$15.00
6	833401-00101G-15	CBL SAM JKBX 15FT	\$41.00	\$246.00
3	809800-35109	R4 IWS CFG	\$360.00	\$1,080.00
3	809800-35108	R4 IWS STG FEE	\$540.00	\$1,620.00
1	870890-07501	CPR/SYSPREP DVD IMAGE	\$450.00	\$450.00

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

		VESTA 9-1-1 Modules		
		VESTA 9-1-1 IRR Module		
3	873099-00502	R4 IRR LIC/DOC/MED	\$1,344.00	\$4,032.00
3	809800-35110	R4 IRR SW SPT 1YR	\$241.00	\$723.00
		VESTA 9-1-1 CDR Module		
2	873099-00602	R4 CDR SVR LIC	\$1,472.00	\$2,944.00
3	873099-01102	R4 CDR PER SEAT LIC	\$122.00	\$366.00
		Network Equipment		
2	04000-26201	SWITCH 2620 24-PORT	\$611.00	\$1,222.00
1	03800-03030	FIREWALL- MODEM 60CM	\$650.00	\$650.00
1	03800-03031	WAR FIREWALL 60CM 1YR	\$228.00	\$228.00
1	809800-00201	VPN CFG SVCS	\$270.00	\$270.00
1	809800-00200	CFG NTWK DEVICE	\$180.00	\$180.00
		VESTA® 9-1-1 Admin Printer		
1	64040-60019	PRNTR USB/ETHERNET COLOR	\$202.00	\$202.00
1	65000-03133	CBL USB SHLD M/M 10FT	\$11.00	\$11.00
		Peripherals & Gateways		
2	04000-00129	MED 1000B CHASSIS BNDL	\$2,065.00	\$4,130.00
2	04000-00186	SW SPT M1000 GATEWAY 1YR	\$540.00	\$1,080.00
3	04000-00116	MED 1000 FXO-LS BNDL	\$390.00	\$1,170.00
3	04000-00119	MED 1000 FXS BNDL	\$374.00	\$1,122.00
		Peripherals & Equipment Racks		
1	06500-55053	7FT EQUIPMENT RACK 19IN	\$398.00	\$398.00
1	63002-172805	MNTR NEC 17IN	\$247.00	\$247.00
1	04000-004B4	KVM 4-PORT SWITCH	\$498.00	\$498.00
1	04000-00607	CBL KVM USB CONSOLE	\$155.00	\$155.00
4	04000-60611	CBL KVM USB 10FT	\$94.00	\$376.00
1	04000-RMM19	BRKT 19IN RACK MTG/ARBITR	\$43.00	\$43.00
<b>VESTA 9-1-1 Subtotal</b>			<b>\$81,855.00</b>	

**VESTA Analytics**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA Analytics - Standard Multi Product		
1	873399-00102.4	V-ANLYT 2.4 D/M UPGD	\$0.00	\$0.00
1	873391-00501	V-ANLYT STD LIC	\$2,700.00	\$2,700.00
1	873391-00301	V-ANLYT USER LIC	\$1,013.00	\$1,013.00
1	04000-00339	SQL 2008R2 CAL RUN ENT	\$198.00	\$198.00
3	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$878.00	\$2,634.00
3	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$474.00
		Aurora Standard Virtualized Server Bundle		
1	BA-M00-ASA0-2	V-AUR STD ADD-ON	\$5,486.00	\$5,486.00
<b>VESTA Analytics Subtotal</b>			<b>\$12,505.00</b>	

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List**

**VESTA 9-1-1 CommandPOST System**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA 9-1-1 CommandPOST System		
		VESTA - Basic Operations		
1	PS-0SQ-VSML	VS BSC MLTP PER SEAT LIC	\$2,700.00	\$2,700.00
1	SS-0SQ-VSSL-1Y	SPT VS BSC 1YR	\$1,337.00	\$1,337.00
		CommandPOST Hardware		
1	61050-G409602	LAPTOP ZBOOK15 G2 W7	\$2,035.00	\$2,035.00
1	04000-00490	ADV DOCK STATION 230W	\$452.00	\$452.00
1	64021-10025	KYBD/MOUSE BNDL	\$50.00	\$50.00
1	63000-221692	MNTR FP WIDE SCRNL LED 22IN	\$370.00	\$370.00
1	64007-50020	KEYPD 24K 6FT USBCBL CP24	\$117.00	\$117.00
1	853004-00401	SAM EXT SPKR KIT	\$225.00	\$225.00
1	65000-00124	CBL PATCH 15FT	\$15.00	\$15.00
1	853004-00302	CPOST BASIC SAM HDWR KIT	\$2,196.00	\$2,196.00
2	833401-00101G-15	CBL SAM JKBX 15FT	\$41.00	\$82.00
1	809800-35109	R4 IWS CFG	\$360.00	\$360.00
1	809800-35108	R4 IWS STG FEE	\$540.00	\$540.00
		VESTA® 9-1-1 IRR Module		
1	873099-00502	R4 IRR LIC/DOC/MED	\$1,344.00	\$1,344.00
1	809800-35110	R4 IRR SW SPT 1YR	\$241.00	\$241.00
		VESTA 9-1-1 CDR Module		
1	873099-01102	R4 CDR PER SEAT LIC	\$122.00	\$122.00
		VESTA™ Analytics Licensing & Support		
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$878.00	\$878.00
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$158.00
<b>VESTA 9-1-1 CommandPOST System Subtotal</b>			<b>\$13,222.00</b>	

**Managed Services**

Qty	Model	Description	Amount Ea.	Amount Ext.
		Managed Services - Implementation Fee		
7	809800-14152	MGD SERV DEV & IMPL <i>(3) Servers, (4) Workstations</i>	\$88.00	\$616.00
		Anti-Virus Solution		
7	809800-14171	VIRUS PROTECT 3.0 SVC 1YR	\$127.00	\$889.00
		Patch Management Solution		
7	809800-16211	PATCH MGMT 3.2 SVC 1YR	\$300.00	\$2,100.00
<b>Recommended Managed Services Patch and Virus Protection Subtotal</b>			<b>\$3,605.00</b>	



# City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP) Customer Premises Equipment (CPE) Equipment List

## Recommended Spares

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA 9-1-1 Equipment - Recommended Spares		
1	04000-00127-SP	MED 1000B CHASSIS SPARE	\$2,065.00	\$2,065.00
1	04000-00116	MED 1000 FXO-LS BNDL	\$390.00	\$390.00
1	04000-00119	MED 1000 FXS BNDL	\$374.00	\$374.00
1	04000-00132	MED 1000B PWR SPLY BNDL	\$400.00	\$400.00
1	04000-00144	MED 1000B CPU BNDL	\$794.00	\$794.00
1	04000-26201	SWITCH 2620 24-PORT	\$611.00	\$611.00
1	64007-50022	KEYPD 24K 25F USBCBL CP24	\$139.00	\$139.00
1	853030-00302	R4 SAM HDWR KIT	\$2,230.00	\$2,230.00
<b>System Spares Subtotal</b>			<b>\$7,003.00</b>	

## Airbus DS Communications Services

Qty	Model	Description	Amount Ea.	Amount Ext.
<i>Note: Training is provided at the customer site using the customer owned equipment. Prices are per student</i>				
2	000001-06701	VSENT 4.X AGENT TRNG	\$1,620.00	\$3,240.00
<i>Note: VESTA/Sentinel 4/X Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes</i>				
1	000001-06704	VSENT 4.X ADMIN TRNG	\$5,400.00	\$5,400.00
<i>Note: VESTA/Sentinel 4/X Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students.</i>				
1	000002-24404	V-ANLYT ADMIN TRNG	\$2,700.00	\$2,700.00
<i>Note: VESTA™ Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes</i>				
		SMS Training		
1	000001-06800	V9-1-1 SMS ADMIN DELTA TR	\$1,350.00	\$1,350.00
<i>Note: VESTA® 9-1-1 SMS Admin Delta training for system administrators. Includes 4 hour class for up to 8</i>				
1	000001-06801	V9-1-1 SMS AGENT DELTA TR	\$675.00	\$675.00
<i>Note: VESTA® 9-1-1 SMS Agent Delta training for agents. Includes (1) 2 hour class for up to 8 students.</i>				
<b>Airbus DS Communications Services Subtotal</b>			<b>\$13,365.00</b>	

VESTA 9-1-1 System	\$81,855.00
VESTA Analytics	\$12,505.00
<b>VESTA 9-1-1 CommandPOST System Subtotal</b>	<b>\$13,222.00</b>
Managed Services	\$3,605.00
Optional Parts/Spares	\$7,003.00
<b>Airbus DS Communications Services</b>	<b>\$13,365.00</b>
Installation/24hr Warranty Wrap	\$38,500.00
Shipping	\$2,500.00
<b>TOTAL</b>	<b>\$172,555.00</b>

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List  
Options**

**Managed Services Remote Monitoring**

Qty	Model	Description	Amount Ea.	Amount Ext.
		Monitoring & Response Activation Fee		
		Monitoring & Response License Fees		
3	871499-01206	M&R 3.0 LIC SVR <i>(2) DDS Servers, (1) VESTA Analytics Server</i>	\$438.00	\$1,314.00
9	871499-01210	M&R 3.0 IP DEVICES LIC <i>(2) MDS Servers, (2) M1K Gateways, (1)</i>	\$96.00	\$864.00
4	871499-01211	M&R 3.0 WKST LIC <i>(3) Workstations, (1) Management Console</i>	\$96.00	\$384.00
		Monitoring & Response Support Fees		
3	809800-14161	M&R 3.0 SVR SRVC 1YR <i>(2) DDS Servers, (1) VESTA Analytics Server</i>	\$1,521.00	\$4,563.00
4	809800-16161	M&R 3.0 WKST SRVC 1YR <i>(3) Workstations, (1) Management Console</i>	\$421.00	\$1,684.00
9	809800-16166	M&R 3.0 IP DEV SRVC 1YR <i>(2) MDS Servers, (2) M1K Gateways, (1)</i>	\$421.00	\$3,789.00
<b>Managed Services Remote Monitoring Subtotal</b>			<b>\$12,598.00</b>	

**Network Time Synchronization**

Qty	Model	Description	Amount Ea.	Amount Ext.
		GPS Master Clock		
1	04000-09483	NETCLOCK 9483	\$5,226.00	\$5,226.00
1	04000-09487	NETCLOCK 3-PORT CARD	\$2,263.00	\$2,263.00
1	04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$365.00	\$365.00
1	04000-08231	GPS ANTENNA POST MT KIT	\$104.00	\$104.00
1	04000-08228	GPS ANTENNA SURG PROTECTR	\$317.00	\$317.00
1	04000-20601	GND KIT FOR 8226	\$443.00	\$443.00
1	04000-07075	CBL GPS ANTENNA 75FT	\$341.00	\$341.00
<b>Network Time Synchronization Subtotal</b>			<b>\$9,059.00</b>	
Installation and Configuration				\$702.00
<b>Total</b>				<b>\$9,761.00</b>

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP)  
Customer Premises Equipment (CPE) Equipment List  
VESTA 9-1-1 IP Soft Phone**

Qty	Model	Description	Amount Ea.	Amount Ext.
		VESTA® 9-1-1 Phones		
1	853031-PHNCONS	ENH SOFT PHONE CONSOLE	\$3,004.00	\$3,004.00
		VESTA™ Analytics - Standard Multi Product		
1	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC	\$878.00	\$878.00
1	SA-MSG-ALSL-1Y	SPT V-ANLYT STD 1YR	\$158.00	\$158.00
		Managed Services		
1	809800-16231	SEC MGMT 3.1 SVC 1YR	\$512.00	\$512.00
		Monitoring & Response License & Support		
1	871499-01211	M&R 3.0 WKST LIC	\$96.00	Optional
		Note: Includes (1) Soft Phone Workstation		
1	809800-16161	M&R 3.0 WKST SRVC 1YR	\$421.00	Optional
<b>Network Time Synchronization Subtotal</b>			<b>\$4,552.00</b>	
<b>Installation and Configuration</b>				<b>\$1,425.00</b>
<b>Total</b>				<b>\$5,977.00</b>

**City of Emporia Budgetary E-911 Public Safety Answering Point (PSAP) Customer Premises Equipment (CPE) Equipment List**

**Extended System Support**

<b>Year</b>	<b>Description</b>	<b>Monthly</b>	<b>Yearly</b>
1	System Support Year-1 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection	Included	
2	System Support Year-2 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection	\$1,799.00	\$21,588.00
3	System Support Year-3 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection	\$1,850.00	\$22,200.00
4	System Support Year-4 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection	\$1,910.00	\$22,920.00
5	System Support Year-5 24X7 On-Site Service Including Software Support, Patch Management, and Virus Protection	\$1,970.00	\$23,640.00

**Extended System Support With Remote Monitoring**

<b>Year</b>	<b>Description</b>	<b>Monthly</b>	<b>Yearly</b>
1	System Support Year-1 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection	Included if Purchased	
2	System Support Year-2 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection	\$2,611.00	\$31,332.00
3	System Support Year-3 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection	\$2,690.00	\$32,280.00
4	System Support Year-4 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection	\$2,770.00	\$33,240.00
5	System Support Year-5 24X7 On-Site Service Including Software Support, Remote Monitoring, Patch Management, and Virus Protection	\$2,860.00	\$34,320.00

# Next Generation 9-1-1 Software Support Program

Rev. C, 10/11/2016

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# Next Generation 9-1-1 Software Support Program

Airbus DS Communications, Inc., (“Airbus DS Communications”) offers application software and firmware support to purchasers of its proprietary application software and firmware products, in accordance with the terms and conditions of this Next Generation 9-1-1 Software Support Program (“Support Program”). A minimum one year term is required with all software license purchases. This Support Program does not apply to third party, non-proprietary application software, system software or ancillary software.

## I. General

### A. Definitions

“**Customer**” is defined as the party purchasing the Support Program from Airbus DS Communications.

“**End User**” is defined as the user of the application software or firmware supported hereunder.

“**Firmware**” is defined as programs kept in semi-permanent storage, such as various types of read-only memory. Firmware contains software that is so constantly called upon by a computer or phone system that it is “burned” into a chip, thereby becoming firmware. Firmware is non-volatile; it will not be forgotten when the power is turned off. “**Software**” is defined as computer program instructions that facilitate functionality within hardware. There are three main types of software. System software (operating systems, i.e. Windows 7), which is not supported hereunder, controls the working of the computer. Ancillary software, which is not supported hereunder, includes database applications, back up products, and other third party software. Application software is designed to perform specific tasks. This Support Program applies to proprietary application software and firmware only.

### B. Term of the Support Program

The Support Program may be purchased in 1-year, 2-year, 3-year, 4-year or 5-year terms, unless the related software or firmware has reached a point in its lifecycle where only a shorter Support Program term is available. Any such limitation on Support Program terms will be communicated to the Customer at the time of purchase. In all cases, the term commences on the date the software or firmware is shipped from Airbus DS Communications (“Support Program Effective Date”). In connection with the purchase of the Support Program for a term of any duration, or upon the expiration of the term of the Support Program, the Customer may purchase an extension of the term in one month increments provided that the one month increments are for the purpose of achieving a term coterminous with other active Support Programs or Managed Services Programs. The fee for each one month increment shall be equal to one-twelfth of the fee for a one year term of the applicable Support Program. In the event the Customer purchases new products or modules to add on to an existing system (see Section III A below), the new products or modules will be added to and covered by the Customer’s applicable Support Program, and the incremental support fee shall be calculated based on the remaining term of the Customer’s applicable Support Program. For example, if a new module is purchased and the Customer’s applicable Support Program has a remaining term of 27 months, the Customer will be charged a support fee to cover the 27 months period.

### C. Renewal of Support Program

#### 1. Renewal

Airbus DS Communications offers renewal terms in 1-year, 2-year, 3-year, 4-year or 5-year durations. The length of a renewal term may be limited if the related software or firmware has reached a point in its lifecycle where only a shorter support term is available. Any such limitation on Support Program terms will be communicated to the Customer at the time of purchase.

The renewal rate for all Support Programs offered by Airbus DS Communications shall be the prevailing Support Program fee for the related application software or firmware at the time of renewal. In order to avoid a Support Program Reinstatement Fee, the Customer must renew the program prior to the expiration of the initial Support Program term or within the Airbus DS Communications provided grace period. The applicable grace period within which to order and receive renewal of the initially purchased Support Program is 90 calendar days. Any ancillary or third party software or firmware support which the Customer may have purchased in addition to this Support Program terminates immediately upon its expiration. Note: To the extent a Customer has purchased support for ancillary or third party software or firmware, this Support Program does not apply to such ancillary or third party software or firmware and, therefore, no grace period is applicable to such support.

## **2. Reinstatement Fee**

If the Support Program is not renewed prior to expiration of the existing term or grace period, if applicable, then the Customer, in addition to being charged the applicable Support Program Renewal Fee, will also be subject to the prevailing Support Program Reinstatement Fee as set forth in the applicable price list upon Support Program renewal.

## **3. Software and Firmware Support Program Renewal Effective Date**

The renewal term will commence on the first day of the month following the month in which the renewal order is received from the Customer and accepted by Airbus DS Communications or on the date on which the prior term expired, whichever is later. The renewed Software and Firmware Support Program terminates upon expiration of the renewal term purchased. No grace period is provided when renewing a Support Program which previously has been renewed.

## **D. Cancellation of Support Program**

**1. Cancellation by the End User.** The Customer may cancel the Support Program at any time and for any reason with written notice to Airbus DS Communications. Cancellations will be effective upon the first day of the month following notification ("Customer Cancellation Date"). Any prepaid Support Program fee shall be refunded on a prorated basis from the Customer Cancellation Date through the end of the purchased term, less a cancellation fee equal to ten percent of the initial cost (or renewal cost as applicable) of the Support Program. Partial cancellations may be made for deactivation of a PSAP or positions. Cancellations may not be made on a component basis.

**2. Cancellation by Airbus DS Communications.** Airbus DS Communications may cancel the Support Program upon 30 calendar days' notice to the Customer ("Airbus DS Cancellation Date"), if the Customer is in material breach of its obligations hereunder. Airbus DS Communications may also cancel the Support Program if Customer cannot or will not fulfill its operating environment responsibilities as described in Section G below, and/or as a result, the End User is not maintaining a software or firmware release that is a current version minus one (1), as required by Section F below. In the event of cancellation by Airbus DS Communications, any prepaid Support Program fee shall be refunded on a prorated basis from the Airbus DS Cancellation Date, less a cancellation fee equal to ten percent of the initial cost (or renewal cost as applicable) of the Support Program.

## **E. Airbus DS Communications Software Versioning**

Beginning with the release of VESTA 9-1-1 R6, Airbus DS Communications will adopt a new software versioning system. It will move from an xx.yy scheme (such as VESTA Pallas 3.02) to an xx.yy.zz versioning system. For example, under the new versioning system, VESTA 9-1-1 R6 will be released as VESTA 9-1-1 06.00.00. Generally, a change to the zz portion of the version number will reflect a Fix (defined below). Therefore, a Fix to the VESTA 9-1-1 06.00.00, will be reflected as 06.00.01. A change to the yy portion of the version number will reflect an Update (defined below). Therefore, an Update to the VESTA 9-1-1 06.00.01 will be reflected as 06.01.01. A change to the xx portion of the version number will reflect an Upgrade (defined below) which may also include Updates and Fixes. Therefore, an Upgrade to

the VESTA 9-1-1 06.01.01, will be reflected as 07.00.00. As part of the Support Program customers will receive Fixes, Updates and Upgrades at no additional charge as further defined below.

## **F. Conditions of the Support Program**

### **Next Generation 9-1-1 Software Support Program**

In order to keep the Support Program active, the Customer is required to:

- (1) Ensure that the End User maintains an Airbus DS Communications application software and firmware release that is the current version or current version minus one Update (the yy portion of xx.yy.zz software version). In other words if, for example, the current version of VESTA 9-1-1 were 06.02.03, The End User may be on any version of 06.02.zz regardless of the “zz” number, or they may be on 06.01.zz regardless of the “zz” number. In this example, the End User would be out of compliance with this requirement if it were on VESTA 9-1-1 06.00.01 as the Update (yy number) would be older than current version minus one Update;
- (2) Pay all applicable Support Program Fees;
- (3) Comply with all terms and conditions of this Support Program

## **G. Customer’s Operating Environment Responsibilities**

**1. Hardware Operating Environment.** It is the Customer’s responsibility to ensure that the hardware-operating environment is fully functional and meets Airbus DS Communications’, and OEM minimum operating requirements. In the event a software or firmware Fix, Update or Upgrade is available hereunder and requires a hardware upgrade to implement, Customer is responsible for the cost of such hardware upgrade.

**2. Operating System and Ancillary Software and Firmware Environment.** It is the Customer’s responsibility to ensure that the operating system and ancillary software and firmware are fully functional, commercially available (except as otherwise agreed in writing by Airbus DS Communications) and meet Airbus DS Communications’ minimum operating requirements for Airbus DS Communications’ software and firmware product(s). However, Airbus DS Communications may provide fixes and/or updates for operating systems when applicable and available by the respective manufacturer. In the event a software or firmware Fix, Update or Upgrade provided hereunder requires an operating system and/or ancillary and/or third party software or firmware change to implement, the Customer is responsible for the cost of such operating system and/or ancillary and/or third party software or firmware change.

## **II. Support Services Provided**

### **A. Airbus DS Communications’ Technical Support Center**

#### **1. Telephone Support**

As part of the Support Program, Airbus DS Communications provides 7 day / 24 hour access to its Technical Support Center. This technical support is designed to support the Customer’s technician who has been previously trained in the product about which they are calling. The Customer’s technician is responsible for attempting to troubleshoot the problem prior to calling. In the event a Customer’s technician is not adequately trained in the product about which he or she is calling, Airbus DS Communications will request that additional Customer support be brought into the troubleshooting activity, and if the Customer is not able to provide additional support, Airbus DS Communications may provide assistance at the prevailing Technical Support time and materials rates to Customers with an active Support Program. Airbus DS Communications does not guarantee the provision of such services but may provide such at its discretion



on a best efforts basis. Airbus DS Communications will invoice Customer for such services following rendering and payment shall be due in accordance with Customer's contract with Airbus DS Communications which governs the related software of firmware purchase.

## 2. Telephone Support Procedures

**Accessing Airbus DS Communications' Technical Support Center.** Airbus DS Communications' Technical Support Center may be accessed by the Customer's technician via our toll free number, 1-800-491-1734 or through email at [TechSupport@Airbus-DSComm.com](mailto:TechSupport@Airbus-DSComm.com). With respect to any issue reported, the following information is requested:

- Caller's name
- Caller's company
- Call Center Name and Location
- Caller's contact number
- Severity of the problem
- Description of the problem
- When the problem first occurred
- If there were any recent changes to the system
- Operational impact of the problem
- How often the problem is occurring
- If the problem can be recreated
- What work was done thus far and the results of that work
- If the problem has been escalated within your company
- What other problems are occurring at the site
- If documentation is on-site and is it being used to resolve the problem

Upon contacting Airbus DS Communications' Technical Support Center, the Customer's technician will receive a Case Number for tracking the service request. The Case Number will enable the Customer's technician to check the status of a case at any time by calling the Technical Support Center and selecting the applicable option.

**Problem Diagnostics and Resolution.** Airbus DS Communications technical support personnel will assist the customer's technician in resolving the issue, but it is the Customer technician's responsibility to implement the solution. Because of the complexity of how the application interfaces with other devices and applications it is necessary that the Customer technician be able to understand the recommended solution and determine the applicability of the solution for the system being supported.

If the Customer technician is not able to resolve the issue it is expected the Customer bring in a second tier to support the effort. Airbus DS Communications is not responsible for the actions of the Customer technician. If the problem is beyond the scope of the Airbus DS Communications Technical Support Specialist, the problem will be escalated to a more senior Product Support Specialist and where necessary include development resources. Once the Customer resolves the problem, the Customer's technician will call the Technical Support Center to report resolution. The Airbus DS Communications Technical Support Specialist will document the Customers repair activity into the case and then close the case.

## B. Application Software and Firmware Program Fixes

Application software and firmware program Fixes are defined as resolutions to problems that result from a defect in the application software or firmware product or supplied documentation. Customers will be notified of the availability of program Fixes by an Airbus DS Communications Product Change Notice. The

Customer shall then contact Airbus DS Communications' Order Management to order the program Fix at no additional charge provided that the Support Program is in effect. The program Fix will be available only within the current release of the product and subsequently will be incorporated into future software or firmware program updates. For the sake of accurate clarification as to the detected problem, the Customer is required to submit to Airbus DS Communications a written description of the problem including date, time, position, any diagnostic data, and a general description of the problem. Such written description shall be sent to, or provided electronically to Airbus DS Communications' Technical Support Center. Any change in the "zz" portion of the xx.yy.zz software version shall constitute an application software program Fix. For example a change from VESTA 9-1-1 06.01.02 to 06.01.03 represents an application software program Fix.

### **C. Application Software and Firmware Program Updates**

Application software and firmware program Updates are defined as minor enhancements to the already purchased product feature / functionality set. A product change is classified as minor, in the discretion of Airbus DS Communications, based upon the impact of the change to the core functionality of the product. Customers will be notified by an Airbus DS Communications Product Change Notice, of all application software and firmware program Updates, which occur within the term of the Support Program. The Customer shall then contact Airbus DS Communications' Order Management to order the Update at no additional charge provided that the Support Program is in effect. Application software and firmware program Updates will roll into the existing Support Program, thereby not extending the term of the Support Program. Any change in the "yy" portion of the xx.yy.zz software version shall constitute an application software program Update. For example a change from VESTA 9-1-1 06.01.02 to 06.02.00 represents an application software program Update.

### **D. Application Software and Firmware Program Upgrades**

Application software and firmware program Upgrades are defined as major enhancements to the already purchased product feature / functionality set or incremental new features or functionality. A product change is classified as an Upgrade in the discretion of Airbus DS Communications. Customers will be notified by an Airbus DS Communications Product Change Notice, of all application software and firmware program Upgrades, which occur within the term of the Support Program. The Customer may then contact Airbus DS Communications' Order Management to order the Upgrade at no additional charge provided that the Support Program is in effect. Software and firmware program Upgrades will roll into the existing Support Program, thereby not extending the term of the Support Program. Any change in the numbers. Any change in the "xx" portion of the xx.yy.zz software version shall constitute an application software program Upgrade. For example a change from VESTA 9-1-1 06.01.02 to 07.00.00 represents an application software program Upgrade.

## **III. Support Services Not Provided**

### **A. New Software and Firmware Modules Requiring Separate License**

New software and firmware modules are defined as separate and significant functionality outside the already purchased feature set of the software and firmware products. New software and firmware modules are not included as part of this Support Program as they require a separate license. New software and firmware modules will be made available at a price to be determined upon their release. Examples of new products or modules include, but are not limited to the following: ESInet Interface Module (EIM), application protocol interfaces (API) such as an API for CAD, geodiversity, functionality to enable receipt and processing of pictures or images via MMS, fixed video files, social media, sensor data, video chat, DOT video cameras, security/border video cameras, streaming audio, and streaming video

### **B. On-site Installation or Project Management Support**

On-site installation and / or project management services are not covered under this Support Program. Such services may be provided pursuant to a separate Statement of Work detailing the specific services to be rendered for a given project and the applicable price.

### **C. Training**

Training is not covered under this Support Program. Training is available at Airbus DS Communications' prevailing rates.

### **D. Remote Diagnostic and Resolution Services**

Remote diagnostic and resolution services such as Managed Services and remote dial-in are not covered under this Support Program. Such services are available pursuant to Airbus DS Communications' Managed Services Program at Airbus DS Communications' prevailing rates.

### **E. Post Installation Support Limitations**

Airbus DS Communications' support obligations hereunder will not apply to any Airbus DS Communications supported application software or firmware if correction of an error, adjustment, repair, or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, failure of the Customer, the End User and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any Airbus DS Communications supported product (hardware and/or software) by the Customer, the End User or others, unless otherwise approved in writing by Airbus DS Communications.
- Connection of another machine, device, application or interface to Airbus DS Communications supported equipment (hardware and/or software) by the Customer, the End User or others, which has caused damage to Airbus DS Communications supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Airbus DS Communications supported equipment (hardware and/or software) due to the installation of another machine, device, application or interface not specifically certified and approved by Airbus DS Communications for use in the End User's environment.
- The operation of the software in a manner other than that currently specified by Airbus DS Communications in its applicable Airbus DS Communications product documentation.
- The failure of the Customer to provide suitable qualified and adequately trained operating and maintenance staff.
- Incompatible or faulty End User hardware and/or software interfaces.
- Modifications made without Airbus DS Communications' written approval to the OS, network, hardware or software environment or software applications.

Further, support described herein does not include cosmetic repairs, refurbishment, furnishing consumables, supplies or accessories, making accessory changes, performance of preventive maintenance or system administration, or adding additional devices or software applications.

Airbus DS Communications may provide assistance at the prevailing Technical Support time and materials rates to Customers with an active Support Program. Airbus DS Communications does not guarantee the provision of such services but may provide such at its discretion on a best efforts basis. Airbus DS

Communications will invoice Customer for such services following rendering and payment shall be due in accordance with Customer's contract with Airbus DS Communications which governs the related software and/or firmware purchase.

## **F. Other Services**

Other services not specifically identified as being included in the support services provided hereunder are not included.

## **IV. Warranty Disclaimer and Limitation of Liability**

This Support Program shall not be construed as providing a software or firmware warranty. Airbus DS Communications' software and firmware warranty is set forth in its applicable End User License Agreement. In the event of a conflict between the language of this Article IV and the agreement pursuant to which Customer purchased the applicable Support Program, the terms of such agreement shall prevail.

### **WARRANTY DISCLAIMER:**

THE WARRANTIES IN THIS AGREEMENT, IF ANY, ARE GIVEN IN LIEU OF AND EXPRESSLY EXCLUDE ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION (A) ANY WARRANTY THAT ANY SOFTWARE OR FIRMWARE IS ERROR-FREE, WILL OPERATE WITHOUT INTERRUPTION, OR IS COMPATIBLE WITH ALL EQUIPMENT, HARDWARE, FIRMWARE AND SOFTWARE CONFIGURATIONS; AND (B) ANY AND ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUALITY, OR ACCURACY OF INFORMATIONAL CONTENT.

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