



## COOPERATIVE PURCHASE AGREEMENT NO. 6621

### Intrado System Upgrade – NextGen 911

THIS **Cooperative Purchase Agreement for Services** ("Agreement") is entered into by and between the City of Corpus Christi, a Texas home-rule municipal corporation ("City") and Intrado Life and Safety, Inc. ("Contractor"), effective upon execution by the City Manager or the City Manager's designee ("City Manager").

1. **Cooperative Agreement.** Contractor has agreed to provide Intrado System Upgrade – NextGen 911 in accordance with its agreement with HGACBuy EC07-23 (the "Cooperative Agreement"), which is incorporated by reference herein as if set out here in its entirety. In the event of a conflict between this Agreement and the Cooperative Agreement, this Agreement shall govern to the extent allowed by the Cooperative Agreement.
2. **Scope.** Contractor shall provide Intrado System Upgrade – NextGen 911 in accordance with the attached Scope of Work, as shown in Attachment A, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.
3. **Term.** The term of this Agreement is five years beginning on the date provided in the Notice to Proceed from the City's Procurement Division. The parties may mutually extend the term of this Agreement for up to zero additional zero-year periods ("Option Period(s)"), provided, the parties do so in writing prior to the expiration of the original term or the then-current Option Period. The continuation of this Agreement after the close of any fiscal year of the City, which fiscal year ends on September 30<sup>th</sup> annually, is subject to appropriations and budget approval specifically covering this Agreement as an expenditure in said budget, and it is within the sole discretion of the City's City Council to determine whether or not to fund this Agreement. The City does not represent that this budget item will be adopted, as said determination is within the City Council's sole discretion when adopting each budget.
4. **Compensation and Payment.** This Agreement is for an amount not to exceed \$1,073,513.09, subject to approved amendments and changes. All pricing must be in accordance with the attached Proposal, as shown in Attachment B, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety. Invoices must be mailed to the following address:

City of Corpus Christi  
Attn: Accounts Payable  
P.O. Box 9277  
Corpus Christi, TX 78469-9277

- 5. Notice.** Any notice required under this Agreement must be given by fax, hand delivery, or certified mail, postage prepaid, and is deemed received on the day faxed or hand-delivered or on the third day after postmark if sent by certified mail. Notice must be sent as follows:

**IF TO CITY:**

City of Corpus Christi  
Attn: Pat Eldridge, Police Management Services Dir.  
Corpus Christi Police Dept.  
321 John Sartain St., Corpus Christi, TX 78401  
Phone: 361-886-2696  
Fax: 361-886-2607

**IF TO CONTRACTOR:**

Intrado Life and Safety, Inc.  
Attn: Legal Department  
1601 Dry Creek Dr., Ste. 250, Longmont, CO 80503  
Phone: 720-494-5800  
Email: Legalnotices.lifesafety@intrado.com

- 6. Insurance.** Before performance can begin under this Agreement, the Contractor must deliver a certificate of insurance ("COI"), as proof of the required insurance coverages, to the City's Risk Manager and the Contract Administrator. Additionally, the COI must state that the City will be given at least 30 days' advance written notice of cancellation, material change in coverage, or intent not to renew any of the policies. The City must be named as an additional insured. The City Attorney must be given copies of all insurance policies within 10 days of the City Manager's written request. Insurance requirements are as stated in Attachment B, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.

**7. Warranty.**

(A) The Contractor warrants that all products supplied under this Agreement are new, quality items, fit for their intended purpose, and of good material and workmanship. The Contractor warrants that it has clear title to the products and that the products are free of liens and encumbrances.

(B) In addition, the products purchased under this Agreement shall be warranted by the Contractor or, if indicated in Attachment C by the manufacturer, for the period stated in Attachment C. Attachment C is attached to this Agreement and is incorporated by reference into this Agreement as if fully set out here in its entirety.

(C) Contractor warrants that all Services will be performed in accordance with the standard of care used by similarly situated contractors performing similar services.

8. **Entire Agreement.** This Agreement, along with the Cooperative Agreement, constitutes the entire agreement between the parties concerning the subject matter of this Agreement and supersedes all prior negotiations, arrangements, agreements and understandings, either oral or written, between the parties.

[Signature Page Follows]

## CONTRACTOR

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## CITY OF CORPUS CHRISTI

Sergio Villasana

## Director, Finance & Procurement

Date: \_\_\_\_\_

Approved as to legal form:

Assistant City Attorney

Date \_\_\_\_\_

**Attached and Incorporated by Reference:**

## Attachment A: Scope of Work

Attachment B: Insurance Requirements

## Attachment C: Warranty Requirements

**Incorporated by Reference Only:**

Cooperative Agreement: HGACBuy EC07-23

**Company Name: Intrado Life & Safety, Inc.**

## **VIPER 911 Upgrade**

*for*

## **City of Corpus Christi, TX**

**(Direct Sales. H-GAC Buy Pricing – Contract #EC07-23. Extended through June 30, 2027.)**

**Quote Number: 77758**

**Version: 3**

**Issued:** March 03, 2025

**Expires:** September 4, 2025

|                      |         |
|----------------------|---------|
| Summary              | Page 2  |
| Node A               | Page 3  |
| Node B               | Page 9  |
| Notes & Descriptions | Page 15 |

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

## Summary - Corpus MetroCom VIPER Upgrade

| Site                     |                     |                       |                     |                      | Price                 |
|--------------------------|---------------------|-----------------------|---------------------|----------------------|-----------------------|
| Corpus MetroCom - Node A |                     |                       |                     |                      | \$914,433.31          |
| Corpus Backup - Node B   |                     |                       |                     |                      | \$159,079.78          |
| <b>Total:</b>            |                     |                       |                     |                      | <b>\$1,073,513.09</b> |
| Year                     | Systems             | Professional Services | Recurring Services  | Maintenance Services | Totals                |
| Year 1                   | \$313,354.09        | \$155,747.66          | \$27,387.00         | \$90,904.44          | <b>\$587,393.19</b>   |
| Year 2                   |                     |                       | \$27,387.00         | \$96,519.92          | <b>\$123,906.92</b>   |
| Year 3                   |                     |                       | \$27,387.00         | \$97,412.84          | <b>\$124,799.84</b>   |
| Year 4                   |                     |                       | \$27,387.00         | \$98,323.58          | <b>\$125,710.58</b>   |
| Year 5                   |                     |                       | \$17,535.00         | \$94,167.56          | <b>\$111,702.56</b>   |
| <b>Totals</b>            | <b>\$313,354.09</b> | <b>\$155,747.66</b>   | <b>\$127,083.00</b> | <b>\$477,328.34</b>  | <b>\$1,073,513.09</b> |

## Summary - Corpus MetroCom - Node A

| Item               | Price               |
|--------------------|---------------------|
| Systems            | \$237,612.66        |
| Services           | \$110,759.14        |
| Recurring Services | \$113,211.00        |
| Maintenance        | \$452,850.51        |
| <hr/>              |                     |
| <b>Total:</b>      | <b>\$914,433.31</b> |

| Year          | Systems             | Professional Services | Recurring Services  | Maintenance Services | Totals              |
|---------------|---------------------|-----------------------|---------------------|----------------------|---------------------|
| Year 1        | \$237,612.66        | \$110,759.14          | \$23,919.00         | \$88,365.73          | <b>\$460,656.53</b> |
| Year 2        |                     |                       | \$23,919.00         | \$90,744.50          | <b>\$114,663.50</b> |
| Year 3        |                     |                       | \$23,919.00         | \$91,631.26          | <b>\$115,550.26</b> |
| Year 4        |                     |                       | \$23,919.00         | \$92,535.72          | <b>\$116,454.72</b> |
| Year 5        |                     |                       | \$17,535.00         | \$89,573.30          | <b>\$107,108.30</b> |
| <b>Totals</b> | <b>\$237,612.66</b> | <b>\$110,759.14</b>   | <b>\$113,211.00</b> | <b>\$452,850.51</b>  | <b>\$914,433.31</b> |

## Configuration Parameters - Corpus MetroCom - Node A

### Site Configuration

|   |                                   |
|---|-----------------------------------|
| Total Positions   | 18 total (14 primary, 4 Training) |
| Total Number of E9-1-1 CAMA Trunks                      | Up to 16                          |
| Total Number of FXO Admin Lines                         | Up to 8                           |
| 3rd Party PBX Licenses for Cisco Integration            | Included                          |
| PowerOps Digital Wallboard Display for ACD              | Included                          |
| VIPER ACD – Automatic Call Distribution                 | Included                          |
| Add-on for Integrated Telephone & Radio Recorder (ITRR) | Included                          |
| AntiVirus   | 25                                |
| CPE Provider  | Intrado                           |

### Setup

|  |             |
|--|-------------|
| VIPER  | \$87,518.76 |
| Frontroom Equipment  | \$98,994.60 |
| PowerOps Digital Wallboard Display for ACD   | \$9,539.60  |
| Power 911 Server & Software Licenses   | \$11,132.40 |
| ECATS MIS Reporting & Staffing Module  | \$0.00      |
| Sentry System Monitoring & Alarming to Intrado NOC (Network Operations Center)                 | \$14,372.40 |
| TXT29-1-1 Provisioning for System Upgrade by Intrado TCC (Text Control Center)                 | \$1,870.00  |
| TXT29-1-1 Translation  | \$995.00    |
| Network Equipment and Services – NENA-standard i3 Firewalls & Session Border Controllers (SBC) | \$24,930.00 |
| Freight Estimate   | \$3,199.90  |

### Professional Services

|                             |             |
|-----------------------------|-------------|
| Project Survey              | \$4,657.50  |
| Installation Services       | \$37,605.00 |
| Training Services           | \$20,757.50 |
| Project Management Services | \$32,799.14 |

### Recurring Services – See quote section for coverage dates

|   |             |
|---|-------------|
| TXT29-1-1 Recurring Services – 5 years          | \$62,700.00 |
| TXT29-1-1 Translation – 5 years                 | \$24,975.00 |
| ECATS MIS Reporting & Staffing Module – 4 years | \$25,536.00 |

### Maintenance - See quote section for coverage dates

|   |              |
|---|--------------|
| Managed Services for i3 Firewall & SBC – 5 years  | \$208,600.00 |
| Total Protection Services (TPS) – 5 years (24x7 Help Desk, Remote Troubleshooting, Software Releases, Hardware Protection, Antivirus, OS Updates) |              |
| On-Site Maintenance – 5 years (Certified local technician weekdays and after-hours call-out, and Monthly PMI visits)                              | \$226,219.80 |
| Sentry System Alarms & Monitoring Service – 5 years   | \$18,030.71  |



**Site: Corpus MetroCom - Node A**

| Item#   | Description  | Qty | List Price  | Selling Price   | Total              |
|---|--|-----|-------------|-----------------|--------------------|
| <b>VIPER Backroom Equipment</b>   |  |     |             |                 |                    |
| 912817/BB   | 7 Foot Cabinet Prebuilt Building Block   | 1   | \$18,410.00 | \$18,410.00     | \$18,410.00        |
| P10354  | Networking Switch - 48 ports - 4x1G uplinks (with stacking modules)  | 2   | \$9,950.00  | \$9,950.00      | \$19,900.00        |
| 912850  | VIPER Integrated ACD – per position  | 18  | \$2,995.00  | \$1,886.85      | \$33,963.30        |
| 911830  | VIPER Gateway Chassis G3   | 1   | \$1,320.00  | \$831.60        | \$831.60           |
| 911831  | CIM G3 – Module for 911 CAMA trunks. <i>Can be removed if the hardware upgrade will take place with the ESInet implementation. CIMs are not needed for ESInet.</i> | 4   | \$3,228.00  | \$2,033.64      | \$8,134.56         |
| 911834  | AIM G3 – Module for admin lines  | 2   | \$1,680.00  | \$1,058.40      | \$2,116.80         |
| 912811/U  | Application Server Position Access License Upgrade   | 20  | \$497.50    | \$0.00          | \$0.00             |
| 912812/U  | PBX Access License Upgrade   | 18  | \$322.50    | \$0.00          | \$0.00             |
| P10273  | Low Profile KVM  | 1   | \$2,150.00  | \$2,150.00      | \$2,150.00         |
| 912925/U  | SIP I/F to 3rd Party PBX License – per position - Upgrade  | 18  | \$247.50    | \$0.00          | \$0.00             |
| 950853  | Back Room Equipment Staging – per cabinet  | 1   | \$2,012.50  | \$2,012.50      | \$2,012.50         |
|   |  |     |             | <b>Subtotal</b> | <b>\$87,518.76</b> |
| <b>Front Room Equipment</b>   |  |     |             |                 |                    |
| 913870/BB   | Power Edge Bundle - <i>911 Workstation, keyboard, handset, speakers</i>  | 18  | \$7,500.00  | \$4,725.00      | \$85,050.00        |
| P10096  | 21.5" LED Backlit Monitor  | 18  | \$325.20    | \$325.20        | \$5,853.60         |
| 914600/3  | IWS External Programmable Keypad - 24 Buttons  | 18  | \$162.00    | \$162.00        | \$2,916.00         |
| 950852  | Front Room Equipment Staging - Per Position  | 18  | \$287.50    | \$287.50        | \$5,175.00         |
|   |  |     |             | <b>Subtotal</b> | <b>\$98,994.60</b> |
| <b>PowerOps Setup – Digital Wallboard Display for ACD. Status of agents, calls, queues)</b>                                 |  |     |             |                 |                    |
| P10035  | PowerOps Software Media  | 1   | \$7,600.00  | \$4,788.00      | \$4,788.00         |
| 914102/BB   | IWS Workstation Prebuilt Building Block  | 1   | \$2,001.60  | \$2,001.60      | \$2,001.60         |
| P10274  | Display 4K UHD 55" and Wall Mount Universal Tilt   | 1   | \$2,750.00  | \$2,750.00      | \$2,750.00         |
|   |  |     |             | <b>Subtotal</b> | <b>\$9,539.60</b>  |
| <b>Power 911 Setup – 911 Call-handling Software &amp; Server</b>  |  |     |             |                 |                    |
| 913100/BAK/U  | Power 911 Client and Server Backup License - Upgrade   | 4   | \$1,497.00  | \$0.00          | \$0.00             |
| 913100/U  | Power 911 Client and Server Access License - Upgrade   | 14  | \$5,995.00  | \$0.00          | \$0.00             |
| 913152/U  | Power 911 Add-on Recorder for Radio Upgrade  | 18  | \$330.00    | \$0.00          | \$0.00             |
| 914961  | IWS Server RACK Bundle - Type B  | 1   | \$7,052.40  | \$7,052.40      | \$7,052.40         |
| P10114/R  | Backup Disk Solution for Windows Server (Rack-Mount)   | 1   | \$4,080.00  | \$4,080.00      | \$4,080.00         |
|   |  |     |             | <b>Subtotal</b> | <b>\$11,132.40</b> |
| <b>ECATS Setup – MIS Reporting &amp; Staffing Module. Includes new RDDM data collectors. An upgrade from Power Metrics.</b> |  |     |             |                 |                    |
| ECATS-DC-WIN  | Data Collector for IP Integrated Deployments   | 1   | \$0.00      | \$0.00          | \$0.00             |
| ECATS-SETUP   | Per Collection Point   | 1   | \$0.00      | \$0.00          | \$0.00             |
|   |  |     |             | <b>Subtotal</b> | <b>\$0.00</b>      |

**Sentry Setup - System Monitoring & Alarming to the Intrado NOC (Network Operations Center)**

|                 |   |    |            |            |                    |
|-----------------|---|----|------------|------------|--------------------|
| 915101          | Sentry Server Console Kit                       | 1  | \$3,000.00 | \$3,000.00 | \$3,000.00         |
| P10420          | Sentry Client license for Servers and End Point | 27 | \$160.00   | \$160.00   | \$4,320.00         |
| 914961          | IWS Server RACK Bundle - Type B                 | 1  | \$7,052.40 | \$7,052.40 | \$7,052.40         |
| <b>Subtotal</b> |   |    |            |            | <b>\$14,372.40</b> |

**TXT29-1-1 Provisioning – Provisioning and testing by the Intrado Text Control Center (TCC) for the hardware upgrade.**  
 (Provisioning to move TXT to ESInet delivery was ordered on 68422v4 in 2023 and will be scheduled with the ESInet migration project.)

|                 |                                      |   |            |            |                   |
|-----------------|--------------------------------------|---|------------|------------|-------------------|
| TCCOTF4         | TCC Provisioning Change Fee per PSAP | 1 | \$1,870.00 | \$1,870.00 | \$1,870.00        |
| <b>Subtotal</b> |                                      |   |            |            | <b>\$1,870.00</b> |

**TXT29-1-1 Translation - Foreign Language Translation for TXT Calls integrated in the Power911 UI**

|                 |  |   |          |          |                 |
|-----------------|--|---|----------|----------|-----------------|
| P10383          | TXT29-1-1 Translation One-time setup -per PSAP | 1 | \$995.00 | \$995.00 | \$995.00        |
| <b>Subtotal</b> |  |   |          |          | <b>\$995.00</b> |

**Network Equipment and Services – NENA-required i3 package for 911 systems moving to i3 ESInets**

|                 |   |   |            |            |                    |
|-----------------|---|---|------------|------------|--------------------|
| P10290          | i3 Next Generation PSAP Firewall                | 2 | \$3,000.00 | \$3,000.00 | \$6,000.00         |
| P10255          | PSAP HA PAIR of Session Border Controller (SBC) | 1 | \$6,855.00 | \$6,855.00 | \$6,855.00         |
| 950520          | Engineering Professional Services               | 7 | \$1,725.00 | \$1,725.00 | \$12,075.00        |
| <b>Subtotal</b> |   |   |            |            | <b>\$24,930.00</b> |

**Project Survey**

|                 |  |   |            |            |                   |
|-----------------|--|---|------------|------------|-------------------|
| P10313          | Project Survey (per Site)                                | 1 | \$2,070.00 | \$2,070.00 | \$2,070.00        |
| P10319          | Living Expense per Day per Person                        | 3 | \$287.50   | \$287.50   | \$862.50          |
| P10351          | Travel Fee per Person – <b>for main and backup sites</b> | 1 | \$1,725.00 | \$1,725.00 | \$1,725.00        |
| <b>Subtotal</b> |  |   |            |            | <b>\$4,657.50</b> |

**Installation Services**

|                 |                                   |    |            |            |                    |
|-----------------|-----------------------------------|----|------------|------------|--------------------|
| P10314          | Professional Services (per Day)   | 14 | \$2,070.00 | \$2,070.00 | \$28,980.00        |
| P10319          | Living Expense per Day per Person | 18 | \$287.50   | \$287.50   | \$5,175.00         |
| P10351          | Travel Fee per Person             | 2  | \$1,725.00 | \$1,725.00 | \$3,450.00         |
| <b>Subtotal</b> |                                   |    |            |            | <b>\$37,605.00</b> |

**Training Services**

|                 |   |        |            |            |                    |
|-----------------|---|--------|------------|------------|--------------------|
| P10088          | ACD CCS Training - per day – <b>on-site customer configuration session for ACD</b>  | 2      | \$1,725.00 | \$1,725.00 | \$3,450.00         |
| 960780          | Administrator Training - per day <b>(1) 6-hour session, up to 6 students</b>  | 1      | \$1,725.00 | \$1,725.00 | \$1,725.00         |
| 960801          | User Training – per day <b>(2) 4-hour sessions per day, up to 6 students, 1 workstation for every 2 students is recommended</b> | 4      | \$1,725.00 | \$1,725.00 | \$6,900.00         |
| P10318          | Post-Cutover Services – per day – <b>trainer assistance the day after cutover to address any items</b>                          | 1      | \$2,070.00 | \$2,070.00 | \$2,070.00         |
| P10319          | Living Expense - per day per person – <b>training and travel days</b>   | 1<br>1 | \$287.50   | \$287.50   | \$3,162.50         |
| P10351          | Travel Fee - per person   | 2      | \$1,725.00 | \$1,725.00 | \$3,450.00         |
| <b>Subtotal</b> |   |        |            |            | <b>\$20,757.50</b> |

**Project Management Services**

|                 |                             |   |        |             |                    |
|-----------------|-----------------------------|---|--------|-------------|--------------------|
| 950510          | Project Management Services | 1 | \$0.00 | \$32,799.14 | \$32,799.14        |
| <b>Subtotal</b> |                             |   |        |             | <b>\$32,799.14</b> |

**Freight Estimate**

|                 |                       |   |        |            |                   |
|-----------------|-----------------------|---|--------|------------|-------------------|
| FREIGHT         | Shipping and Handling | 1 | \$0.00 | \$3,199.90 | \$3,199.90        |
| <b>Subtotal</b> |                       |   |        |            | <b>\$3,199.90</b> |

## Annual Recurring Services – 5 years

– TXT2911, Total Protection Maintenance Services, and On-site Technician: Existing coverage is valid until November 2026. 5 years of service is quoted with the upgrade herein. The upgrade is targeted for 2026. The new 5-year coverage will start at the time of cut-over and Final Acceptance. A gap quote may be needed if the timing of the upgrade does not align with the end of the existing coverage.

- TXT Translation and i3 Package: These are new services. 5 years is quoted here.

### **TXT29-1-1 Recurring Service – TXT delivery via ALI circuits, no ITS. Coverage will continue when you move to ESInet.**

|                 |  |   |             |                    |             |
|-----------------|--|---|-------------|--------------------|-------------|
| ITXTARF3        | TXT29-1-1 per PSAP (11+ Seats) - Year 1: 2026-2027 | 1 | \$12,540.00 | \$12,540.00        | \$12,540.00 |
| ITXTARF3        | TXT29-1-1 per PSAP (11+ Seats) - Year 2: 2027-2028 | 1 | \$12,540.00 | \$12,540.00        | \$12,540.00 |
| ITXTARF3        | TXT29-1-1 per PSAP (11+ Seats) - Year 3: 2028-2029 | 1 | \$12,540.00 | \$12,540.00        | \$12,540.00 |
| ITXTARF3        | TXT29-1-1 per PSAP (11+ Seats) - Year 4: 2029-2030 | 1 | \$12,540.00 | \$12,540.00        | \$12,540.00 |
| ITXTARF3        | TXT29-1-1 per PSAP (11+ Seats) - Year 5: 2030-2031 | 1 | \$12,540.00 | \$12,540.00        | \$12,540.00 |
| <b>Subtotal</b> |  |   |             | <b>\$62,700.00</b> |             |

### **TXT29-1-1 Translation Recurring Service – New service. Coverage will start at the time of implementation.**

|                 |   |   |            |                    |            |
|-----------------|---|---|------------|--------------------|------------|
| P10386          | TXT Translation per PSAP (11-20 positions) - Year 1 | 1 | \$4,995.00 | \$4,995.00         | \$4,995.00 |
| P10386          | TXT Translation per PSAP (11-20 positions) - Year 2 | 1 | \$4,995.00 | \$4,995.00         | \$4,995.00 |
| P10386          | TXT Translation per PSAP (11-20 positions) - Year 3 | 1 | \$4,995.00 | \$4,995.00         | \$4,995.00 |
| P10386          | TXT Translation per PSAP (11-20 positions) - Year 4 | 1 | \$4,995.00 | \$4,995.00         | \$4,995.00 |
| P10386          | TXT Translation per PSAP (11-20 positions) - Year 5 | 1 | \$4,995.00 | \$4,995.00         | \$4,995.00 |
| <b>Subtotal</b> |   |   |            | <b>\$24,975.00</b> |            |

### **i3 Package Managed Services – NENA-required Firewall & SBC. New item/service. Coverage will start at implementation.**

|                 |   |   |            |                    |            |
|-----------------|---|---|------------|--------------------|------------|
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 1 | 1 |            |                    | Included   |
| P10290/MS       | I3 NextGen Firewall Managed Service – Year 1                  | 2 |            |                    | Included   |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 2 | 1 | \$1,500.00 | \$1,500.00         | \$1,500.00 |
| P10290/MS       | I3 NextGen Firewall Managed Service – Year 2                  | 2 | \$1,250.00 | \$1,250.00         | \$2,500.00 |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 3 | 1 | \$1,500.00 | \$1,500.00         | \$1,500.00 |
| P10290/MS       | I3 NextGen Firewall Managed Service – Year 3                  | 2 | \$1,250.00 | \$1,250.00         | \$2,500.00 |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 4 | 1 | \$1,500.00 | \$1,500.00         | \$1,500.00 |
| P10290/MS       | I3 NextGen Firewall Managed Service – Year 4                  | 2 | \$1,250.00 | \$1,250.00         | \$2,500.00 |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 5 | 1 | \$1,500.00 | \$1,500.00         | \$1,500.00 |
| P10290/MS       | I3 NextGen Firewall Managed Service – Year 5                  | 2 | \$1,250.00 | \$1,250.00         | \$2,500.00 |
| <b>Subtotal</b> |   |   |            | <b>\$16,000.00</b> |            |

### **Total Protection Services – Maintenance Services (Help Desk, Remote Technical Support, Software Releases, Hardware Repair/Replacement, Antivirus Updates, OS/IOS Updates)**

|                 |  |    |            |                     |             |
|-----------------|--|----|------------|---------------------|-------------|
| P10349          | Total Protection Service, Primary Position - Year 1      | 14 | \$2,675.00 | \$2,675.00          | \$37,450.00 |
| P10350          | Total Protection Service, Dark Back-up Position - Year 1 | 4  | \$267.50   | \$267.50            | \$1,070.00  |
| P10349          | Total Protection Service, Primary Position - Year 2      | 14 | \$2,675.00 | \$2,675.00          | \$37,450.00 |
| P10350          | Total Protection Service, Dark Back-up Position - Year 2 | 4  | \$267.50   | \$267.50            | \$1,070.00  |
| P10349          | Total Protection Service, Primary Position - Year 3      | 14 | \$2,675.00 | \$2,675.00          | \$37,450.00 |
| P10350          | Total Protection Service, Dark Back-up Position - Year 3 | 4  | \$267.50   | \$267.50            | \$1,070.00  |
| P10349          | Total Protection Service, Primary Position - Year 4      | 14 | \$2,675.00 | \$2,675.00          | \$37,450.00 |
| P10350          | Total Protection Service, Dark Back-up Position - Year 4 | 4  | \$267.50   | \$267.50            | \$1,070.00  |
| P10349          | Total Protection Service, Primary Position - Year 5      | 14 | \$2,675.00 | \$2,675.00          | \$37,450.00 |
| P10350          | Total Protection Service, Dark Back-up Position - Year 5 | 4  | \$267.50   | \$267.50            | \$1,070.00  |
| <b>Subtotal</b> |  |    |            | <b>\$192,600.00</b> |             |

**On-Site Maintenance – Gene! Local certified technician M-F 8-5 and call-out, Monthly PMI visits.**

|                    |   |    |            |                 |                     |
|--------------------|---|----|------------|-----------------|---------------------|
| 950999/ONS1-3/1    | On-Site Maint/Position (21+ positions) - Year 1 | 14 | \$3,018.75 | \$3,018.75      | \$42,262.50         |
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos (21+ pos sys) - Year 1 | 4  | \$301.88   | \$301.88        | \$1,207.52          |
| 950999/ONS1-3-BU/1 | On-Site Maint/Position (21+ positions) - Year 2 | 4  | \$307.92   | \$307.92        | \$1,231.68          |
| 950999/ONS1-3/1    | On-Site Maint/Backup Pos (21+ pos sys) - Year 2 | 14 | \$3,079.13 | \$3,079.13      | \$43,107.82         |
| 950999/ONS1-3-BU/1 | On-Site Maint/Position (21+ positions) - Year 3 | 4  | \$314.08   | \$314.08        | \$1,256.32          |
| 950999/ONS1-3/1    | On-Site Maint/Backup Pos (21+ pos sys) - Year 3 | 14 | \$3,140.71 | \$3,140.71      | \$43,969.94         |
| 950999/ONS1-3-BU/1 | On-Site Maint/Position (21+ positions) - Year 4 | 4  | \$320.36   | \$320.36        | \$1,281.44          |
| 950999/ONS1-3/1    | On-Site Maint/Backup Pos (21+ pos sys) - Year 4 | 14 | \$3,203.52 | \$3,203.52      | \$44,849.28         |
| 950999/ONS1-3-BU/1 | On-Site Maint/Position (21+ positions) - Year 5 | 4  | \$326.76   | \$326.76        | \$1,307.04          |
| 950999/ONS1-3/1    | On-Site Maint/Backup Pos (21+ pos sys) - Year 5 | 14 | \$3,267.59 | \$3,267.59      | \$45,746.26         |
|                    |   |    |            | <b>Subtotal</b> | <b>\$226,219.80</b> |

**Annual Recurring Services – 4 years**

- Sentry Alarming & Monitoring: Existing coverage is valid until March 2027. If the upgrade happens in early to mid 2026 there will be one year remaining on the existing contract. Four years of service is quoted below, making a total of 5 years coverage after the upgrade. The pro-rated period adjusts the end date to align with the other services in November.

- Power Metrics/ECaTS: Existing coverage is valid until November 2027. If the upgrade happens in early to mid 2026 there will still be one year remaining on the existing contract. Four years of service is quoted below, making a total of 5 years of coverage after the upgrade.

**Sentry Monitoring Service**

|   |  |    |          |                 |                    |
|---|--|----|----------|-----------------|--------------------|
| <b>Existing Coverage is valid through 3/15/2027</b> |  |    |          |                 |                    |
| P10419  | Sentry End Point Monitoring – Pro Rate 3/16/2027 – 11/4/2027 | 25 | \$135.00 | \$86.55         | \$2,163.75         |
| P10418  | Sentry Server Monitoring – Pro Rate 3/16/2027 – 11/4/2027    | 2  | \$255.00 | \$163.48        | \$326.96           |
| P10419  | Sentry End Point Monitoring - Year 1: 11/5/2027 – 11/4/2028  | 25 | \$135.00 | \$135.00        | \$3,375.00         |
| P10418  | Sentry Server Monitoring - Year 1: 11/5/2027 – 11/4/2028     | 2  | \$255.00 | \$255.00        | \$510.00           |
| P10419  | Sentry End Point Monitoring - Year 2: 11/5/2028 – 11/4/2029  | 25 | \$135.00 | \$135.00        | \$3,375.00         |
| P10418  | Sentry Server Monitoring - Year 2: 11/5/2028 – 11/4/2029     | 2  | \$255.00 | \$255.00        | \$510.00           |
| P10419  | Sentry End Point Monitoring - Year 3: 11/5/2029 – 11/4/2030  | 25 | \$135.00 | \$135.00        | \$3,375.00         |
| P10418  | Sentry Server Monitoring - Year 3: 11/5/2029 – 11/4/2030     | 2  | \$255.00 | \$255.00        | \$510.00           |
| P10419  | Sentry End Point Monitoring - Year 4: 11/5/2030 – 11/4/2031  | 25 | \$135.00 | \$135.00        | \$3,375.00         |
| P10418  | Sentry Server Monitoring - Year 4: 11/5/2030 – 11/4/2031     | 2  | \$255.00 | \$255.00        | \$510.00           |
|   |  |    |          | <b>Subtotal</b> | <b>\$18,030.71</b> |

**ECATS Recurring Services – MIS Reporting & Staffing Module**

|                |  |   |            |                 |                    |
|----------------|--|---|------------|-----------------|--------------------|
| ECATS-MIS-A-T4 | ECaTS MIS Reporting Tier 4: (10-19 Pos) - Year 1: 11/5/2027-2028 | 1 | \$6,384.00 | \$6,384.00      | \$6,384.00         |
| ECATS-MIS-A-T4 | ECaTS MIS Reporting Tier 4: (10-19 Pos) - Year 2: 11/5/2028-2029 | 1 | \$6,384.00 | \$6,384.00      | \$6,384.00         |
| ECATS-MIS-A-T4 | ECaTS MIS Reporting Tier 4: (10-19 Pos) - Year 3: 11/5/2029-2030 | 1 | \$6,384.00 | \$6,384.00      | \$6,384.00         |
| ECATS-MIS-A-T4 | ECaTS MIS Reporting Tier 4: (10-19 Pos) - Year 4: 11/5/2030-2031 | 1 | \$6,384.00 | \$6,384.00      | \$6,384.00         |
|                |  |   |            | <b>Subtotal</b> | <b>\$25,536.00</b> |

**Total** **\$914,433.31**

## Summary - Corpus Backup - Node B

| Item               | Price               |
|--------------------|---------------------|
| Systems            | \$75,741.43         |
| Services           | \$44,988.52         |
| Recurring Services | \$13,872.00         |
| Maintenance        | \$24,477.83         |
| <b>Total:</b>      | <b>\$159,079.78</b> |

| Year          | Systems            | Professional Services | Recurring Services | Maintenance Services | Totals              |
|---------------|--------------------|-----------------------|--------------------|----------------------|---------------------|
| Year 1        | \$75,741.43        | \$44,988.52           | \$3,468.00         | \$2,538.71           | <b>\$126,736.66</b> |
| Year 2        |                    |                       | \$3,468.00         | \$5,775.42           | <b>\$9,243.42</b>   |
| Year 3        |                    |                       | \$3,468.00         | \$5,781.58           | <b>\$9,249.58</b>   |
| Year 4        |                    |                       | \$3,468.00         | \$5,787.86           | <b>\$9,255.86</b>   |
| Year 5        |                    |                       |                    | \$4,594.26           | <b>\$4,594.26</b>   |
| <b>Totals</b> | <b>\$75,741.43</b> | <b>\$44,988.52</b>    | <b>\$13,872.00</b> | <b>\$24,477.83</b>   | <b>\$159,079.78</b> |

## Configuration Parameters - Corpus Backup - Node B

### Site Configuration

|  |                                  |
|--|----------------------------------|
| Total Positions                        | 1 existing, 4 new on quote 77015 |
| Total Number of E9-1-1 CAMA Trunks     | Up to 8                          |
| Total Number of FXO Lines              | Up to 4                          |
| Total Number of ISDN-PRI channels (T1) | 0                                |
| 3rd Party PBX Licenses                 | Included                         |
| PowerOps                               | 0                                |
| VIPER ACD                              | 0                                |
| Add-on for Radio Recorder              | Not Included                     |
| AntiVirus                              | 6                                |
| CPE Provider                           | Intrado                          |

### Setup

|   |             |
|---|-------------|
| VIPER Backroom Equipment  | \$48,429.78 |
| Front Room Equipment  | \$5,499.70  |
| Power 911 Setup   | \$5,298.00  |
| ECATS Setup - MIS Reporting   | \$0.00      |
| Sentry Setup - System Monitoring & Alarming Setup (Intrado NOC)                               | \$1,280.00  |
| TXT29-1-1 Provisioning for System Upgrade by Intrado TCC (Text Control Center)                | \$1,870.00  |
| TXT29-1-1 Translation Setup   | \$995.00    |
| Network Equipment and Services – NENA-standard i3 Firewalls & Session Border Controller (SBC) | \$24,930.00 |
| Freight Estimate  | \$2,378.95  |

### Professional Services

|                             |             |
|-----------------------------|-------------|
| Project Survey              | \$2,357.50  |
| Installation Services       | \$16,445.00 |
| Project Management Services | \$11,246.02 |

### Recurring Services

|  |             |
|--|-------------|
| ECATS Recurring Services                       | \$13,872.00 |
| TXT29-1-1 – Not charged for Backup sites       | \$0.00      |
| TXT Translation – Not charged for Backup sites | \$0.00      |

### Maintenance

|  |             |
|--|-------------|
| Managed Services: i3 Firewall and SBC  | \$16,000.00 |
| Total Protection Service (TPS): 24x7 Help Desk & Remote Troubleshooting, Software Releases, Hardware Protection, Antivirus, OS Updates | \$4,713.00  |
| On-Site Maintenance - Certified local technician (weekdays/after-hours call-out) & Monthly PMI Visits                                  | \$1,571.00  |
| Sentry Monitoring Service – Intrado NOC  | \$5,569.33  |

**Site: Corpus Backup - Node B**

| Item#        | Description  | Qty | List Price  | Selling Price   | Total              |
|--------------|--|-----|-------------|-----------------|--------------------|
| <b>VIPER</b> |  |     |             |                 |                    |
| 912817/BB    | 7 Foot Cabinet Prebuilt Building Block   | 1   | \$18,410.00 | \$18,410.00     | \$18,410.00        |
| P10354       | Networking Switch - 48 ports - 4x1G uplinks (with stacking modules)            | 2   | \$9,950.00  | \$9,950.00      | \$19,900.00        |
| 911830       | VIPER Gateway Chassis G3   | 1   | \$1,320.00  | \$831.60        | \$831.60           |
| 911831       | CIM G3   | 2   | \$3,228.00  | \$2,033.64      | \$4,067.28         |
| 912811/U     | Application Server Position Access License Upgrade – position and server       | 2   | \$497.50    | \$0.00          | \$0.00             |
| 912811/U     | Application Server Position Access License Upgrade – positions on 77015        | 4   | \$497.50    | \$0.00          | \$0.00             |
| 912812/U     | PBX Access License Upgrade   | 1   | \$322.50    | \$0.00          | \$0.00             |
| 912812/U     | PBX Access License Upgrade - positions on 77015                                | 4   | \$322.50    | \$0.00          | \$0.00             |
| 911834       | AIM G3   | 1   | \$1,680.00  | \$1,058.40      | \$1,058.40         |
| P10273       | Low Profile KVM  | 1   | \$2,150.00  | \$2,150.00      | \$2,150.00         |
| 912925/U     | SIP I/F to 3rd Party PBX License - Per Position - Upgrade                      | 1   | \$247.50    | \$0.00          | \$0.00             |
| 912925/U     | SIP I/F to 3rd Party PBX License - Per Position – Upgrade - positions on 77015 | 3   | \$247.50    | \$0.00          | \$0.00             |
| 950853       | Back Room Equipment Staging - Per Cabinet                                      | 1   | \$2,012.50  | \$2,012.50      | \$2,012.50         |
|              |  |     |             | <b>Subtotal</b> | <b>\$48,429.78</b> |

**Frontroom Equipment**

|           |   |   |            |                 |                   |
|-----------|---|---|------------|-----------------|-------------------|
| P10096    | 21.5" LED Backlit Monitor                     | 1 | \$325.20   | \$325.20        | \$325.20          |
| 914600/3  | IWS External Programmable Keypad - 24 Buttons | 1 | \$162.00   | \$162.00        | \$162.00          |
| 913870/BB | Sonic Edge Bundle                             | 1 | \$7,500.00 | \$4,725.00      | \$4,725.00        |
| 950852    | Front Room Equipment Staging - Per Position   | 1 | \$287.50   | \$287.50        | \$287.50          |
|           |   |   |            | <b>Subtotal</b> | <b>\$5,499.70</b> |

**Power 911 Setup**

|              |   |   |            |                 |                   |
|--------------|---|---|------------|-----------------|-------------------|
| 913100/BAK/U | Power 911 Client and Server Backup License – Upgrade                                    | 1 | \$1,497.00 | \$0.00          | \$0.00            |
| 913100/BAK/U | Power 911 Client and Server Backup License – Upgrade – for the positions on quote 77015 | 4 | \$1,497.00 | \$0.00          | \$0.00            |
| 913152/U     | Power 911 Add-on Recorder for Radio Upgrade   | 1 | \$330.00   | \$0.00          | \$0.00            |
| 913152/U     | Power 911 Add-on Recorder for Radio Upgrade - for the positions on quote 77015          | 4 | \$330.00   | \$0.00          | \$0.00            |
| 914963       | IWS Server RACK - Type B  | 1 | \$3,900.00 | \$3,900.00      | \$3,900.00        |
| 914121/3     | IWS Object Server - Underlying Software   | 1 | \$1,398.00 | \$1,398.00      | \$1,398.00        |
|              |   |   |            | <b>Subtotal</b> | <b>\$5,298.00</b> |

**ECATS Setup Fees**

|              |  |   |        |                 |               |
|--------------|--|---|--------|-----------------|---------------|
| ECATS-DC-WIN | Data Collector for IP Integrated Deployments | 1 | \$0.00 | \$0.00          | \$0.00        |
| ECATS-SETUP  | Per Collection Point                         | 1 | \$0.00 | \$0.00          | \$0.00        |
|              |  |   |        | <b>Subtotal</b> | <b>\$0.00</b> |

**Sentry Setup**

|        |  |   |          |                 |                   |
|--------|--|---|----------|-----------------|-------------------|
| P10420 | Sentry Client access license for Servers and End Point | 8 | \$160.00 | \$160.00        | \$1,280.00        |
|        |  |   |          | <b>Subtotal</b> | <b>\$1,280.00</b> |

**TXT29-1-1 Provisioning**

|         |                  |   |            |                 |                   |
|---------|------------------|---|------------|-----------------|-------------------|
| TCCOTF4 | TCC Provisioning | 1 | \$1,870.00 | \$1,870.00      | \$1,870.00        |
|         |                  |   |            | <b>Subtotal</b> | <b>\$1,870.00</b> |

**TXT29-1-1 Translation Setup**

|        |                             |   |          |                 |                 |
|--------|-----------------------------|---|----------|-----------------|-----------------|
| P10383 | TXT29-1-1 Translation setup | 1 | \$995.00 | \$995.00        | \$995.00        |
|        |                             |   |          | <b>Subtotal</b> | <b>\$995.00</b> |

**Network Equipment and Services – NENA-standard i3 Firewalls & SBC**

|        |   |   |            |                 |                    |
|--------|---|---|------------|-----------------|--------------------|
| P10290 | i3 Next Generation PSAP Firewall                | 2 | \$3,000.00 | \$3,000.00      | \$6,000.00         |
| P10255 | PSAP HA PAIR of Session Border Controller (SBC) | 1 | \$6,855.00 | \$6,855.00      | \$6,855.00         |
| 950520 | Engineering Professional Services               | 7 | \$1,725.00 | \$1,725.00      | \$12,075.00        |
|        |   |   |            | <b>Subtotal</b> | <b>\$24,930.00</b> |

**Project Survey**

|  |                                   |   |            |                 |                   |
|--|-----------------------------------|---|------------|-----------------|-------------------|
| P10313   | Project Survey (per Site)         | 1 | \$2,070.00 | \$2,070.00      | \$2,070.00        |
| P10319   | Living Expense per Day per Person | 1 | \$287.50   | \$287.50        | \$287.50          |
| Travel is not needed here. Surveys for both the main and backup sites will be completed in the same trip that is quoted under the main site. |                                   |   |            |                 |                   |
|  |                                   |   |            | <b>Subtotal</b> | <b>\$2,357.50</b> |

**Installation Services**

|        |                                   |   |            |                 |                    |
|--------|-----------------------------------|---|------------|-----------------|--------------------|
| P10314 | Professional Services (per Day)   | 6 | \$2,070.00 | \$2,070.00      | \$12,420.00        |
| P10319 | Living Expense per Day per Person | 8 | \$287.50   | \$287.50        | \$2,300.00         |
| P10351 | Travel Fee per Person             | 1 | \$1,725.00 | \$1,725.00      | \$1,725.00         |
|        |                                   |   |            | <b>Subtotal</b> | <b>\$16,445.00</b> |

**Project Management Services**

|        |                             |   |        |                 |                    |
|--------|-----------------------------|---|--------|-----------------|--------------------|
| 950510 | Project Management Services | 1 | \$0.00 | \$11,246.02     | \$11,246.02        |
|        |                             |   |        | <b>Subtotal</b> | <b>\$11,246.02</b> |

**Freight Estimate**

|         |                       |   |        |                 |                   |
|---------|-----------------------|---|--------|-----------------|-------------------|
| FREIGHT | Shipping and Handling | 1 | \$0.00 | \$2,378.95      | \$2,378.95        |
|         |                       |   |        | <b>Subtotal</b> | <b>\$2,378.95</b> |



## Annual Recurring Services – 5 years

– TXT2911, Total Protection Maintenance Services, and On-site Technician: Existing coverage is valid until November 2026. 5 years of service is quoted with the upgrade herein. The upgrade is targeted for 2026. The new 5-year coverage will start at the time of cut-over and Final Acceptance. A gap quote may be needed if the timing of the upgrade does not align with the end of the existing coverage.

- TXT Translation and i3 Package: These are new services. 5 years is quoted here

**TXT29-1-1 Recurring Service** – The current TXT delivery is via ALL circuits, no ITS. Service will continue when you move to ESInet. \$0 annual fees for Backup sites.

|                 |   |   |               |
|-----------------|---|---|---------------|
| ITXTARF3        | TXT29-1-1 per Backup PSAP – Year 1: 2026-2027 | 1 | \$0.00        |
| ITXTARF3        | TXT29-1-1 per Backup PSAP - Year 2: 2027-2028 | 1 | \$0.00        |
| ITXTARF3        | TXT29-1-1 per Backup PSAP - Year 3: 2028-2029 | 1 | \$0.00        |
| ITXTARF3        | TXT29-1-1 per Backup PSAP - Year 4: 2029-2030 | 1 | \$0.00        |
| ITXTARF3        | TXT29-1-1 per Backup PSAP - Year 5: 2030-2031 | 1 | \$0.00        |
| <b>Subtotal</b> |   |   | <b>\$0.00</b> |

**TXT29-1-1 Translation Recurring Service** – New service. Coverage will start at the time of implementation. \$0 annual fee for Backup sites.

|                 |                                   |   |               |
|-----------------|-----------------------------------|---|---------------|
| P10386          | TXT Translation per PSAP - Year 1 | 1 | \$0.00        |
| P10386          | TXT Translation per PSAP - Year 2 | 1 | \$0.00        |
| P10386          | TXT Translation per PSAP - Year 3 | 1 | \$0.00        |
| P10386          | TXT Translation per PSAP - Year 4 | 1 | \$0.00        |
| P10386          | TXT Translation per PSAP - Year 5 | 1 | \$0.00        |
| <b>Subtotal</b> |                                   |   | <b>\$0.00</b> |

**Total Protection Services - Maintenance Services** (Help Desk, Remote Technical Support, Software Releases, Hardware Repair/Replacement, Antivirus Updates, OS/IOS Updates)

|                 |                                     |   |          |          |                   |
|-----------------|-------------------------------------|---|----------|----------|-------------------|
| P10350          | TPS, Dark Back-up Position - Year 1 | 1 | \$267.50 | \$267.50 | \$267.50          |
| P10350          | TPS, Dark Back-up Position - Year 2 | 1 | \$267.50 | \$267.50 | \$267.50          |
| P10350          | TPS, Dark Back-up Position - Year 3 | 1 | \$267.50 | \$267.50 | \$267.50          |
| P10350          | TPS, Dark Back-up Position - Year 4 | 1 | \$267.50 | \$267.50 | \$267.50          |
| P10350          | TPS, Dark Back-up Position - Year 5 | 1 | \$267.50 | \$267.50 | \$267.50          |
| <b>Subtotal</b> |                                     |   |          |          | <b>\$1,337.50</b> |

**Managed Services: NENA-required Firewall & SBC. New item/service. Coverage will start at implementation**

|                 |   |   |            |            |                    |
|-----------------|---|---|------------|------------|--------------------|
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 1 | 1 |            |            | Included           |
| P10290/MS       | i3 Next Generation PSAP Firewall Managed Service - Year 1     | 2 |            |            | Included           |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 2 | 1 | \$1,500.00 | \$1,500.00 | \$1,500.00         |
| P10290/MS       | i3 Next Generation PSAP Firewall Managed Service - Year 2     | 2 | \$1,250.00 | \$1,250.00 | \$2,500.00         |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 3 | 1 | \$1,500.00 | \$1,500.00 | \$1,500.00         |
| P10290/MS       | i3 Next Generation PSAP Firewall Managed Service - Year 3     | 2 | \$1,250.00 | \$1,250.00 | \$2,500.00         |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 4 | 1 | \$1,500.00 | \$1,500.00 | \$1,500.00         |
| P10290/MS       | i3 Next Generation PSAP Firewall Managed Service - Year 4     | 2 | \$1,250.00 | \$1,250.00 | \$2,500.00         |
| P10255/MY       | Maintenance, PSAP HA Session Border Controller (SBC) - Year 5 | 1 | \$1,500.00 | \$1,500.00 | \$1,500.00         |
| P10290/MS       | i3 Next Generation PSAP Firewall Managed Service - Year 5     | 2 | \$1,250.00 | \$1,250.00 | \$2,500.00         |
| <b>Subtotal</b> |   |   |            |            | <b>\$16,000.00</b> |

**On-Site Maintenance - Gene! Local certified technician M-F 8-5 and call-out, Monthly PMI visits.**

|                    |   |   |          |          |                   |
|--------------------|---|---|----------|----------|-------------------|
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos - 21+ pos sys-Year 1 | 1 | \$301.88 | \$301.88 | \$301.88          |
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos - 21+ pos sys-Year 2 | 1 | \$307.92 | \$307.92 | \$307.92          |
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos - 21+ pos sys-Year 3 | 1 | \$314.08 | \$314.08 | \$314.08          |
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos - 21+ pos sys-Year 4 | 1 | \$320.36 | \$320.36 | \$320.36          |
| 950999/ONS1-3-BU/1 | On-Site Maint/Backup Pos - 21+ pos sys-Year 5 | 1 | \$326.76 | \$326.76 | \$326.76          |
| <b>Subtotal</b>    |   |   |          |          | <b>\$1,571.00</b> |

## Annual Recurring Services – 4 years

- Sentry Alarming & Monitoring: **Existing coverage is valid until March 2027**. If the upgrade happens in early to mid 2026 there will be one year remaining on the existing contract. Four years of service is quoted below, making a total of 5 years coverage after the upgrade. The pro-rated period adjusts the end date to align with the other services in November.

-Power Metrics/ECaTS: **Existing coverage is valid until November 2027**. If the upgrade happens in early to mid 2026 there will still be one year remaining on the existing contract. Four years of service is quoted below, making a total of 5 years of coverage after the upgrade

### Sentry Monitoring Service - System alarms to Intrado NOC & Remote Troubleshooting. Pro-rated to align with November expiration of other services.

|        |   |   |          |                 |                   |
|--------|---|---|----------|-----------------|-------------------|
| P10419 | Sentry End Point Monitoring – <b>pro-rate 3/16/2027-11/4/2027</b> | 7 | \$135.00 | \$86.55         | \$605.85          |
| P10418 | Sentry Server Monitoring – <b>pro-rate 3/16/2027-11/4/2027</b>    | 1 | \$255.00 | \$163.48        | \$163.48          |
| P10419 | Sentry End Point Monitoring - <b>Year 1: 11/5/2027-11/4/2028</b>  | 7 | \$135.00 | \$135.00        | \$945.00          |
| P10418 | Sentry Server Monitoring - <b>Year 1: 11/5/2027-11/4/2028</b>     | 1 | \$255.00 | \$255.00        | \$255.00          |
| P10419 | Sentry End Point Monitoring - <b>Year 2: 11/5/2028-11/4/2029</b>  | 7 | \$135.00 | \$135.00        | \$945.00          |
| P10418 | Sentry Server Monitoring - <b>Year 2: 11/5/2028-11/4/2029</b>     | 1 | \$255.00 | \$255.00        | \$255.00          |
| P10419 | Sentry End Point Monitoring - <b>Year 3: 11/5/2029-11/4/2030</b>  | 7 | \$135.00 | \$135.00        | \$945.00          |
| P10418 | Sentry Server Monitoring - <b>Year 3: 11/5/2029-11/4/2030</b>     | 1 | \$255.00 | \$255.00        | \$255.00          |
| P10419 | Sentry End Point Monitoring - <b>Year 4: 11/5/2030-11/4/2031</b>  | 7 | \$135.00 | \$135.00        | \$945.00          |
| P10418 | Sentry Server Monitoring - <b>Year 4: 11/5/2030-11/4/2031</b>     | 1 | \$255.00 | \$255.00        | \$255.00          |
|        |   |   |          | <b>Subtotal</b> | <b>\$5,569.33</b> |

### ECATS Recurring Services – MIS Reporting & Staffing Module

|                |  |   |            |                 |                    |
|----------------|--|---|------------|-----------------|--------------------|
| ECATS-MIS-A-BU | ECaTS MIS Reporting for Backup - <b>Year 1 Nov 2027-2028</b> | 1 | \$3,468.00 | \$3,468.00      | \$3,468.00         |
| ECATS-MIS-A-BU | ECaTS MIS Reporting for Backup - <b>Year 2 Nov 2028-2029</b> | 1 | \$3,468.00 | \$3,468.00      | \$3,468.00         |
| ECATS-MIS-A-BU | ECaTS MIS Reporting for Backup - <b>Year 3 Nov 2029-2030</b> | 1 | \$3,468.00 | \$3,468.00      | \$3,468.00         |
| ECATS-MIS-A-BU | ECaTS MIS Reporting for Backup - <b>Year 4 Nov 2030-2031</b> | 1 | \$3,468.00 | \$3,468.00      | \$3,468.00         |
|                |  |   |            | <b>Subtotal</b> | <b>\$13,872.00</b> |

**Total** **\$159,079.78**

## Notes

- 1 **Quote provides pricing for a full hardware/VIPER 7 upgrade for Corpus MetroCom's VIPER system, prior to moving to ESInet. Some items can be adjusted if the hardware upgrade is done at the same time at the ESInet migration.**
  - The upgrade also moves MetroCom from Power Metrics to ECaTS VIPER Module (**MIS Reporting & Staffing Module**), adds **ACD and Power Ops** Wallboard Display at the primary site, and adds **TXT Translation** to both the primary and backup.
  - MetroCom has an existing **Cisco Call Manager** integration for admin lines.
  - The previous VIPER Hardware upgrade was ordered on 29514v6 and deployed in December 2019.
  - Four (4) existing positions have recently been **moved** from the Airport Backup to MetroCom's primary location to be used as training positions. There is (1) position remaining at the current Backup.
  - Relocation of the Airport Backup** site and the remaining position has been ordered on quote 76852v2. An Intrado project manager has been assigned to coordinate that project.
  - Four (4) new positions** are quoted on 77015. MetroCom intends to purchase and install these positions at the new Backup before the upgrade. This will restore the Backup to (5) total positions.
  - Intrado services to **migrate the MetroCom VIPER system to ESInet** were ordered on 68422v4 in 2023. MetroCom is in the process of securing an ESInet contract with their ESInet vendor. MetroCom to advise Intrado when the ESInet contract has been finalized. The assigned Intrado project manager will attend the ESInet deployment calls and schedule Intrado resources accordingly.

Year 1 of Sentry Monitoring from 16 MAR 2027 - 4 NOV 2027 (234 Days) has been quoted to align with the November dates of the other services.

Site List:

| Current position count –<br>Dec 2024 | Primary | Training<br>moved from BU | Backup<br>remaining |
|--------------------------------------|---------|---------------------------|---------------------|
| Corpus MetroCom - Node A             | 14      | 4                         |                     |
| Corpus Backup - Node B               |         |                           | 1                   |

| New position count after<br>additional positions are<br>added in 2025 | Primary<br>(included in<br>upgrade<br>quote) | Training<br>moved from<br>(included in upgrade<br>quote) | Backup<br>remaining<br>(included in<br>upgrade quote) | Backup<br>to be purchased on<br>77015 in 2025 to<br>restore BU to 5<br>total positions | TOTAL<br>POSITIONS:<br>23 |
|---|--|--|---|--|---------------------------|
| Corpus MetroCom - Node A  | 14   | 4  |   |  |                           |
| Corpus Backup - Node B  |  |  | 1   | 4  |                           |

- 2 Customer to provide the following peripheral equipment, as required:

### Additional Backroom Equipment Required:

Two (2) modems to ALI Database (If not using ESInet/i3)

Amphenol cables and punch blocks

A high-speed internet-based VPN Connection for Remote Monitoring and Maintenance must be provisioned.

**Additional Power IWS Equipment Required:**

Each IWS position requires sufficient CAT5e/CAT6 Network Cabling (3 per position) not normally supplied by Intrado, to reach the Network Switches in the back room.

- 
- 3** All inter-site connectivity is the responsibility of the Customer. WAN equipment, software, and connectivity to be procured, installed, and configured by the Customer

Unless otherwise specified in this quotation, routers are not included.

Two (2) connections are required between each site and the WAN.

**WAN Requirements**

- Layer 3 routing must be provided between all locations
- Certified CAT5e/CAT6 between all network switches
- Guaranteed Bandwidth for all Intrado applications
- Low Latency (< 40ms)
- Low Jitter (< 5ms)
- Support for DHCP Relay/Forwarding (per RFC 1542) from all VIPER subnets to their associated primary Application Server
- Support for QoS (Quality of Service) as needed
- Security against intrusion and virus attack
- Reliable links (fault tolerant) – no single point of failure may cause a Layer 3 disruption for more than four (4) seconds, multicast may not be disrupted for more than ten (10) seconds.
- DNS Caching and forwarding from satellite sites to all VIPER Application Servers
- Support for Multicast traffic between all subnets of a discrete VIPER system (however Multicast traffic between satellite subnets is not required).
- Multicast traffic must not pass between separate discrete VIPER systems
- A Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

- 
- 4** **Power Ops: ACD Wallboard Display:** 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 Intrado 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.

- 
- 5** **ECaTS VIPER Module: MIS Reporting & Staffing Module:** Billing and the term commencement for the services will begin when the Services are first made available for Customer's use and will continue for the designated number of years as stated in this Quote.

ECaTS services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms/call-handling>.

- 
- 6** **TXT 2 911:** Intrado's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system.
-

All wireless carriers currently enabling text messaging can be reached through this system.

Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by Intrado.

Text is provided into the Call Handling system either via ITS or ESInet depending on transport method used.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms/call-handling>.

PSAP billing will begin upon completion of deployment and text readiness delivery from Intrado to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use and will continue for the designated number of months as stated in this Quote.

- 
- 7**     **TXT Translation:** TXT29-1-1 Translation uses an AI-based service to automatically detect foreign languages in TXT messages received on Power 911. The Translation is Integrated and displayed directly into the text conversation panel in both the caller's language and in English. The call-taker can select from a drop-down menu of pre-programmed messages or manually type a response. The response is automatically converted to the caller's language when sent to the caller. This feature supports a wide range of languages, ensuring that call-takers can assist a diverse population.

For TXT29-1-1 Translation, the quote assumes that the PSAP will have upgraded to VIPER 7 by time of installation. One-time fees do not include Firewall configuration. Some older Firewall configurations may require an update to allow access to the intrado.com domain.

- 
- 8**     **Sentry & Sentry Monitoring:** The Sentry Monitoring System has been configured to monitor all Intrado provided hardware which has an IP address. This includes, but is not limited to, Servers, workstations, A9C, network switches, routers, etc.

Sentry fees do not include Intrado monitoring of the site's performance via the Sentry system. Sentry Monitoring has been included.

- 
- 9**     **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, Intrado 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.

- 
- 10**    **Project Survey:** 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.

- 
- 11**    **Comprehensive Project Management:** This is a service offered to partners that do not have a Project Manager assigned to the project, where Intrado's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.
-

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
- Intrado 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
- Comprehensive Project management Services can include an Intrado PM presence on-site as required for project kickoff and site cut-over. Per day travel and expense components may be quoted separately for any additional on-site requirements.

---

## **12      Total Protection Service provides:**

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at no additional cost
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak performance for the duration of system life cycle
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

### **Conditions not covered under this Service offering**

- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
  - Assistance with third-party software or hardware not provided by Intrado.
  - Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
  - Assistance with Geographic Information Systems (GIS) data updates performed by the end user or resulting problems.
-

- Replacement of non-operational hardware not provided by Intrado.
  - Replacement of non-operational workstation monitors.
  - Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
- 

**13**    **On-site Support Services** are primarily designed to assist with issues that require system expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado system. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and system upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may engage third-party vendors to provide the On-Site Support Services.

---

## Terms

---

|                       |   |
|-----------------------|---|
| <b>VENDOR NAME</b>    | <b>Intrado Life &amp; Safety, Inc.</b><br>Include quote number<br>and customer EIN/Tax Identification Number<br>on P.O.   |
| <b>SUBMIT P.O.</b>    | erd-ordermanagementteam@intrado.com   |
| <b>PRICING</b>        | All prices are in USD<br>Taxes, if applicable, are extra.<br>Handling and Shipping charges are extra unless specified on the quote.   |
| <b>SHIPPING TERMS</b> | FCA (Montreal), INCOTERMS 2023  |
| <b>INVOICING</b>      | <p><b>If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations.</b></p> <p><b>If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned.</b> If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment.</p> <p><b>If installation is purchased, Customer will be invoiced according to the following terms:</b></p> <ul style="list-style-type: none"><li>• 30% on acceptance of Customer's Order</li><li>• 30% on shipment</li><li>• 30% on System Cutover</li><li>• 10% on Final Acceptance</li></ul> |
| <b>DELIVERY</b>       | TBD   |
| <b>VALIDITY</b>       | <p><b>Quote expires on September 04, 2025.</b></p> <p>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.</p>  |
| <b>COPYRIGHT</b>      | The information contained in this document is proprietary to Intrado Life & Safety, Inc. and is offered solely for the purpose of evaluation.   |



## ATTACHMENT B: INSURANCE REQUIREMENTS

### I. CONTRACTOR'S LIABILITY INSURANCE

- A. Contractor must not commence work under this agreement until all insurance required has been obtained and such insurance has been approved by the City. Contractor must not allow any subcontractor Agency to commence work until all similar insurance required of any subcontractor Agency has been obtained.
- B. Contractor must furnish to the City's Risk Manager and Contract Administer one (1) copy of Certificates of Insurance (COI) with applicable policy endorsements showing the following minimum coverage by an insurance company(s) acceptable to the City's Risk Manager. The City must be listed as an additional insured on the General liability and Auto Liability policies **by endorsement**, and a waiver of subrogation is required on all applicable policies. **Endorsements** must be provided with COI. Project name and or number must be listed in Description Box of COI.

| TYPE OF INSURANCE   | MINIMUM INSURANCE COVERAGE                       |
|---|--|
| Commercial General Liability<br>Including:<br>1. Commercial Broad Form<br>2. Premises – Operations<br>3. Products/ Completed Operations<br>4. Contractual Liability<br>5. Independent Contractors<br>6. Personal Injury- Advertising Injury | \$1,000,000 Per Occurrence                       |
| AUTO LIABILITY (including)<br>1. Owned<br>2. Hired and Non-Owned<br>3. Rented/Leased  | \$500,000 Combined Single Limit                  |
| WORKERS' COMPENSATION<br><br>EMPLOYER'S LIABILITY   | Statutory<br><br>\$500,000 /\$500,000 /\$500,000 |

- C. In the event of accidents of any kind related to this agreement, Contractor must furnish the Risk Manager with copies of all reports of any accidents within 10 days of the accident.

## II. ADDITIONAL REQUIREMENTS

- A. Applicable for paid employees, Contractor must obtain workers' compensation coverage through a licensed insurance company. The coverage must be written on a policy and endorsements approved by the Texas Department of Insurance. The workers' compensation coverage provided must be in an amount sufficient to assure that all workers' compensation obligations incurred by the Contractor will be promptly met.
- B. Contractor shall obtain and maintain in full force and effect for the duration of this Contract, and any extension hereof, at Contractor's sole expense, insurance coverage written on an occurrence basis, by companies authorized and admitted to do business in the State of Texas and with an A.M. Best's rating of no less than A- VII.
- C. Contractor shall be required to submit a copy of the replacement certificate of insurance to City at the address provided below within 10 days of the requested change. Contractor shall pay any costs incurred resulting from said changes. All notices under this Article shall be given to City at the following address:

City of Corpus Christi  
Attn: Risk Manager  
P.O. Box 9277  
Corpus Christi, TX 78469-9277

- D. **Contractor agrees that with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following required provisions:**
- List the City and its officers, officials, employees, volunteers, and elected representatives as additional insured by endorsement, as respects operations, completed operation and activities of, or on behalf of, the named insured performed under contract with the City, with the exception of the workers' compensation policy;
  - Provide for an endorsement that the "other insurance" clause shall not apply to the City of Corpus Christi where the City is an additional insured shown on the policy;
  - Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City; and
  - Provide 30 calendar days advance written notice directly to City of any, cancellation, non-renewal, material change or termination in coverage and not less than 10 calendar days advance written notice for nonpayment of premium.
- E. Within 5 calendar days of a cancellation, non-renewal, material change or termination of coverage, Contractor shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Contractor's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this contract.

- F. In addition to any other remedies the City may have upon Contractor's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to remove the exhibit hereunder, and/or withhold any payment(s) if any, which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.
- G. Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor's or its subcontractor's performance of the work covered under this agreement.
- H. It is agreed that Contractor's insurance shall be deemed primary and non-contributory with respect to any insurance or self-insurance carried by the City of Corpus Christi for liability arising out of operations under this agreement.
- I. It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this agreement.

## ATTACHMENT C: WARRANTY REQUIREMENTS

### Warranty

Limited Warranty Software and Equipment Limited Warranty: Intrado warrants that the Intrado Software and Equipment will perform substantially in accordance with Intrado's specifications for 12 months from final acceptance. Intrado will, at its sole discretion and as Customer's sole remedy, repair or replace the problem Software and Equipment, provided that the problem can be reproduced on either Intrado's or Customer's systems. Replacement parts are warranted to be free from defects in material and workmanship for 90 days, or for the remainder of the limited warranty period of the Intrado Equipment they are replacing, whichever is longer. The limited warranty includes remote support services (help desk) during the warranty period. Freight costs to ship defective Equipment to Intrado are borne by Customer, with return at Intrado's expense. Intrado will pass through to Customer any third-party manufacturer warranties for products supplied by Intrado. Customer's access to and use of third-party Equipment and Software will be and remain subject to all terms, conditions and licenses imposed by the manufacturers and/or third-party licensors of such third party Equipment or Software.

Services Limited Warranty: Intrado warrants that Services will be provided in a workmanlike manner, in accordance with industry standards and by individuals with suitable skills and abilities. Disclaimer Intrado will not be obligated to repair or replace any Software or Equipment which (i) has been repaired by others; (ii) has been abused or improperly handled, stored, altered, or used with third party material or equipment; (iii) has been subject to power failures or surges, lightning, fire, flood, or accident; or (iv) has not been installed by Intrado or an Intrado authorized technician.

EXCEPT AS STATED IN THIS SECTION, INTRADO DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, DATA ACCURACY, CONDITION OF DATA, OR LOSS OF DATA, NETWORK CONNECTIVITY, INTEROPERABILITY, OR THAT SOFTWARE, EQUIPMENT, SERVICES, OR RELATED SYSTEMS WILL BE UNINTERRUPTED OR ERROR-FREE.