



**Company Name: AT&T**

**System Upgrade**

*for*

**Hall County, GA**

**(AT&T Southeast)**

**Quote Number: 08202022 DRAFTv10**

**(29793v10 with 6 laptops, SCC Mapping)**

**Version: 1**

**September 13, 2022**

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 - Hall County VIPER Upgrade with 6 laptops

Total Monthly Disc. Price		
MRC	NRC	TCV
\$ 8,438	\$ 432,000	\$ 938,230

#### Item

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**One-Time Cost** = \$ 432,000.00 (NRC)

**Monthly (x 60 Month)** = \$8,438.00 (MRC)

**Grand Total** = \$938,230.00 (TCV)

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### Summary - Hall County SCC Mapping

Total Monthly Disc. Price		
MRC	NRC	TCV
\$2,000	\$0	\$120,000

#### Item

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**One-Time Cost** = \$ 0 (NRC)

**Monthly (x 60 Month)** = \$2,000 (MRC)

**Grand Total** = \$120,000 (TCV)

## Configuration Parameters - Hall County

### Site Configuration

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Total Positions	19
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	Up to 24
Total Number of ISDN-PRI channels (T1)	0
SIP	Included
ECCP	Not Included
PowerOPS	2
VIPER ACD	19
Add-on for Radio Recorder	Included
AntiVirus	28

### Systems

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VIPER  
Power Stations  
Power 911  
Power Metrics Setup Fees  
TXT29-1-1 Setup Fees  
Power 911 Hardware  
Object Server Hardware  
Common Hardware  
UPS Hardware  
PowerOps Hardware

### Professional Services

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Staging  
Project Survey  
Installation  
Post-Cutover Services  
Refresher Training  
Training Cutover Support  
CCS Training  
Project Management Services

### Maintenance

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Total Protection Services

### Optional Items

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Additional Positions  
Power Metrics Recurring Services

Item#	Description	Qty
<b>VIPER</b>		
912817/BB	7 Foot Cabinet Prebuilt Building Block	1
911SIP	9-1-1 Ingress via SIP - License per position	19
911830	VIPER Gateway Chassis G3	1
912811/U	Application Server Position Access License Upgrade	21
912812/U	PBX Access License Upgrade	19
911834	AIM G3	6
912850/U	VIPER Integrated ACD (Per Position) Upgrade	19
P10035/U	PowerOps Software Media Upgrade	1
912716/48	Cisco C2960X-48TS-L 48 port switch (with stacking module)	2
E10823	PowerOps Client Access License - UPGRADE from Power Monitor-Wallboard to PowerOps	2
<b>Power Stations</b>		
911810-1/BB	Power Station Bundle	19
<b>Power 911</b>		
913100/BAK/U	Power 911 Client and Server Backup License - Upgrade	2
913100/U	Power 911 Client and Server Access License - Upgrade	17
913152/U	Power 911 Add-on Recorder for Radio Upgrade	19
<b>Power Metrics Setup Fees</b>		
P10193/1	Power Metrics Advanced - Data Collector: single RDDM	1
<b>TXT29-1-1 Setup Fees</b>		
TCCOTF4	TCC Provisioning Change Fee per PSAP	1
<b>Power 911 Hardware</b>		
914961	IWS Server RACK Bundle - Type B	1

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**Object Server Hardware**

914121/3	IWS Object Server - Underlying Software	1
914963	IWS Server RACK - Type B	1

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**Common Hardware**

P10114/R	Backup Disk Solution for Windows Server (Rack-Mount)	1
P10298	KVM Hardware	1

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**UPS Hardware**

914414	UPS - RACKMOUNT, 1000VA	3
Q914410	Tower UPS, 1000VA, 670W	21

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**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	2
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**Staging**

950852	Front Room Equipment Staging - Per Position	19
950853	Back Room Equipment Staging - Per Cabinet	1

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**Project Survey**

P10313	Project Survey (per Site)	1
P10319	Living Expense per Day per Person	3
P10351	Travel Fee per Person	1

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**Installation**

P10314	Professional Services (per Day)	14
P10319	Living Expense per Day per Person	18
P10351	Travel Fee per Person	2

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**Post-Cutover Services**

P10318	Post-Cutover Services	1
P10319	Living Expense per Day per Person	3
P10351	Travel Fee per Person	1

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**Refresher Training**

960780	Power 911 Administrator Training	2
960801	Power 911 User Training	5
P10319	Living Expense per Day per Person	9
P10351	Travel Fee per Person	1

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**Training Cutover Support**

P10318	Post-Cutover Services	1
P10319	Living Expense per Day per Person	1

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**CCS Training**

P10088	ACD CCS Training	5
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**Project Management Services**

950510	Project Management Services	1
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**SCC Mapping Recurring Services**

SCC-ADMIN/A	Concurrent Administrator License	1
	Annual - Year 1	
SCC-USER-10/A	Concurrent User License (6-10	9
	Users) Annual - Year 1	
SCC-DU/4	Map Data Update Service 4 Times	1
	per Year - Year 1	
SCC-ADMIN/A	Concurrent Administrator License	1
	Annual - Year 2	
SCC-USER-10/A	Concurrent User License (6-10	9
	Users) Annual - Year 2	
SCC-DU/4	Map Data Update Service 4 Times	1
	per Year - Year 2	
SCC-ADMIN/A	Concurrent Administrator License	1
	Annual - Year 3	
SCC-USER-10/A	Concurrent User License (6-10	9
	Users) Annual - Year 3	
SCC-DU/4	Map Data Update Service 4 Times	1
	per Year - Year 3	
SCC-ADMIN/A	Concurrent Administrator License	1
	Annual - Year 4	
SCC-USER-10/A	Concurrent User License (6-10	9
	Users) Annual - Year 4	
SCC-DU/4	Map Data Update Service 4 Times	1
	per Year - Year 4	
SCC-ADMIN/A	Concurrent Administrator License	1
	Annual - Year 5	
SCC-USER-10/A	Concurrent User License (6-10	9
	Users) Annual - Year 5	
SCC-DU/4	Map Data Update Service 4 Times	1
	per Year - Year 5	

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**Total Protection Services**

P10350	Total Protection Service, Dark Back-	2
	up Position - Year 1	
P10349	Total Protection Service, Primary	17
	Position - Year 1	
P10350	Total Protection Service, Dark Back-	2
	up Position - Year 2	

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P10349	Total Protection Service, Primary Position - Year 2	17
P10350	Total Protection Service, Dark Back- up Position - Year 3	2
P10349	Total Protection Service, Primary Position - Year 3	17
P10350	Total Protection Service, Dark Back- up Position - Year 4	2
P10349	Total Protection Service, Primary Position - Year 4	17
P10350	Total Protection Service, Dark Back- up Position - Year 5	2
P10349	Total Protection Service, Primary Position - Year 5	17

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**Site: Hall County**  
**Recurring Services**

Item#	Description	Qty	List Price	Selling Price	Total
<b>Power Metrics Recurring Services</b>					
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP - Year 1	1			
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP - Year 2	1			
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP - Year 3	1			
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP - Year 4	1			
P10209	Power Metrics Advanced - 20-39 pos. annual service per PSAP - Year 5	1			

**Site: Hall County – Optional**

• **Included Optional Items and Services**

Item#	Description	Qty	List Price	Selling Price	Total Price
<b>Additional Positions</b>					
912850	VIPER Integrated ACD (Per Position)	6			
914114/BAK	Portable 9-1-1 Position (Back-up)	6			
913152	Power 911 Add-On Recorder for Radio (ITRR)	6			
950852	Front Room Equipment Staging - Per Position	6			
911SIP	9-1-1 Ingress via SIP - License per position	6			
P10314	Professional Services (per Day)	2			
P10319	Living Expense per Day per Person	4			
P10351	Travel Fee per Person	1			
914158	Laptop VPN Support License	6			
E11058	DOCKING STATION, DELL, THUNDERBOLT, 130W	6			
P10350	Total Protection Service, Dark Back-up Position	30			



## Notes

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- 1 This quote provides a full system upgrade to VIPER 7 including hardware replacement for Hall County. AT&T to provide require Firewall.

Site is currently operating under the following configuration:

VIPER equipped with 6 AIMS, ACD, one instance of Power Ops, and 19 positions of Power 911 with ITRR, (2 of which are dark Backup).

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

**Additional Backroom Equipment Required:**

Two (2) modems to ALI Database (If not using SIP)

One (1) Network Laser Printer

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.

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- 3 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.

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- 4 **Total Protection Service provide:**

- 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 i
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak
- performance for the duration of system life cycle.ii
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard AT&T supplied Cisco LAN switches

**Conditions not covered under this Service offering**

- On-site support services are not included, but available for separate purchase.
  - Installation support for Call Handling platform upgrades. Installation services can be purchased separately from AT&T.
  - Assistance with third-party software or hardware not provided by AT&T.
  - 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 AT&T.
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- Replacement of non-operational workstation monitors.
- Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
- Installation of the replacement hardware, unless On-Site Maintenance Services are purchased.

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- 5**     **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, AT&T will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.
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- 6**     The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.
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## **7     Basic Project Management**

This is a limited service designed for partners that have a Project Manager assigned to the project, where Intrado Project Management supports the activities of the partner Project Manager.

This level of service includes the following:

- Serving as AT&T single point of contact during project implementation.
- Validating the order against the price quote that was provided by our quotations group.
- Conducting a Line by Line order review with sales and technical staff to ensure solution correctness and follow up change order process as required.
- Develop a project plan and schedule jointly with the partner Project manager.
- Complete a basic Scope of Work (SOW) for inclusion in the partner's comprehensive SOW.
  - Assess project risk jointly with partner Project Manager.
  - Support the effort to gather customer information required for staging (if ordered) the system.
- Ensuring that equipment is shipped per a mutually agreed upon schedule (normal processing is 8 weeks from receipt of order).
- Develop and communicate Communication and Escalation plans.
- Ensuring that Services are provided per a mutually agreed upon schedule.
  - Schedule and coordinate site survey, installation and training resources as purchased.
- Participate in customer kickoff meeting by phone.
- Participate in weekly or bi-weekly customer status meetings by phone.
- Coordinate all AT&T and Intrado on site resource activities including customer communication, checklists, resource release, etc.
- Maintain issue list during implementation and provide follow up resolution.
- Maintain post-cut punch list and provide follow up on resolution.
- Complete project acceptance documentation and handover to service.

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- 8**     All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses may apply.

Unless otherwise stated in this quotation, Installation, Training, Project Management, and Maintenance services have not been included for optional modules. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.

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- 9 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, and there is no additional charge for dark backup sites connected to the host(s). 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 AT&T ESInet or the PSAP's internet interface, which will be secured by Intrado Life & Safety Solutions Corporation.

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.

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<b>VALIDITY</b>	<p><b>Quote expires on December 25, 2022.</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>
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HALL COUNTY  
G E O R G I A

## Sole Source/Brand and Single Source Justification

### Request Submitted By

Name:	
Job Title:	
Department:	
E-Mail Address:	
Date of Request:	

### Request Details

**Sole Source:** Any contract entered into without a competitive solicitation process, based on a justification that only one known source exists or that only one single supplier can fulfill the requirements of the County.

**Sole Brand:** A purchasing situation in which only one brand of equipment/supply, etc. will meet the requirements of the County.

**Single Source:** Any contract entered into without a competitive solicitation process, based on a justification that two or more vendors can supply the commodity, technology, and/or perform the services required by an agency, but one vendor is selected over the others for reasons such as expertise or previous experience with similar contracts.

*For Sole Source or Sole Brand, identify efforts made to locate other possible sources.*

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Desired Supplier Name:
Desired Supplier Email:
Desired Supplier Phone Number:

## Scope of Work

**Provide a detailed description of commodities/services to be provided. Also, include the following details: exact or estimated quantity, per unit price, and the total estimated cost.**

### **Justifying a Sole Source/Brand**

**Provide an explanation why only a particular style, model, type or manufacturer is required (i.e. why the commodity is the only commodity which will meet the County needs).**

**Provide a detailed description of proposed source's unique capabilities and/or personnel to perform the work and why this is the only source.**

### Justifying a Single Source

Provide an explanation why the recommended vendor is being selected over other vendors that can provide the requested commodity, technology, and/or perform the services required.

Letter from Original Equipment Manufacturer (required):

Attached

#### Purchasing Use Only

Buyer:

Buyer E-Mail Address:

Buyer Telephone:

Contract #:

Contract Name:

If publicly solicited, number  
of protests:

Outcome:

Bid # (if competitively bid):

Purchase Order #: