



## Maintenance Renewal for

Sauk County, WI

(Direct Sale)

Quote Number: 33951

Version: 4

November 01, 2019

### ACCEPTED AND AGREED:

**Total Purchase Amount: \$38,760.00**

**Customer Entity Name: Sauk County**

By: 

Name: Steve Pate

Title: MIS Director

Date Signed: 12/20/19

**By signing above, Customer acknowledges and agrees with the terms of the box checked below:**

☐ A customer purchase order is required to pay any invoice relating to this quote. Customer acknowledges that Intrado will not ship any equipment or software, or commence any services, until it has received customer's corresponding purchase order.

☒ A customer purchase order is NOT required to pay any invoice relating to this quote. The signature above authorizes Intrado to ship, provide services, and invoice customer.

The terms and conditions available at [west.com/legal-privacy/terms/call-handling](http://west.com/legal-privacy/terms/call-handling) 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 owned by Intrado Life & Safety Solutions Corporation, or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

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**Summary All Sites - 2 Years**

<b>Item</b>	<b>Cost</b>
Sauk County	\$36,720.00
Sauk County Backup	\$2,040.00
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<b>Total:</b>	<b>\$38,760.00</b>

<b>Year</b>	<b>Systems</b>	<b>Professional Services</b>	<b>Recurring Services</b>	<b>Maintenance Services</b>	<b>Totals</b>
Year 1				\$19,380.00	<b>\$19,380.00</b>
Year 2				\$19,380.00	<b>\$19,380.00</b>
<b>Totals</b>				<b>\$38,760.00</b>	<b>\$38,760.00</b>

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**Summary - 2 Years - Sauk County**

<b>Item</b>	<b>Cost</b>
Maintenance	\$36,720.00
<b>Total:</b>	<b>\$36,720.00</b>

<b>Year</b>	<b>Systems</b>	<b>Professional Services</b>	<b>Recurring Services</b>	<b>Maintenance Services</b>	<b>Totals</b>
Year 1				\$18,360.00	<b>\$18,360.00</b>
Year 2				\$18,360.00	<b>\$18,360.00</b>
<b>Totals</b>				<b>\$36,720.00</b>	<b>\$36,720.00</b>

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**Configuration Parameters - Sauk County**

Model#	Description	Qty	List Price	Selling Price	Total
<b>Software Subscription</b>					
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 1	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 1	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 1	3	\$1,500.00	\$1,500.00	\$4,500.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 2	1	\$150.00	\$150.00	\$150.00
950999/SUB1-S	Software Sub Service - 1 Year/Position – Supplemental Position Year 2	1	\$750.00	\$750.00	\$750.00
950999/SUB1	Software Subscription Service - 1 Year/Position Year 2	3	\$1,500.00	\$1,500.00	\$4,500.00
				<b>Subtotal</b>	<b>\$10,800.00</b>
<b>Software Protection and Remote Tech Support</b>					
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 1	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 1	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 1	3	\$600.00	\$600.00	\$1,800.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	1	\$60.00	\$60.00	\$60.00
950999/PRO1-S	Soft Protect and Remote Tech Support - 1 Year/Pos – Supplemental Pos Year 2	1	\$300.00	\$300.00	\$300.00
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 2	3	\$600.00	\$600.00	\$1,800.00
				<b>Subtotal</b>	<b>\$4,320.00</b>

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**On-Site Maintenance**

950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 1	1	\$1,500.00	\$1,500.00	\$1,500.00
950999/ONS1-1- BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 1	1	\$300.00	\$300.00	\$300.00
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 1	3	\$3,000.00	\$3,000.00	\$9,000.00
950999/ONS1-1-S	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys - Supplemental Position Year 2	1	\$1,500.00	\$1,500.00	\$1,500.00
950999/ONS1-1- BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 2	1	\$300.00	\$300.00	\$300.00
950999/ONS1-1	On-Site Maintenance (1 Year), (per position / per year for 1 to 10 positions) Year 2	3	\$3,000.00	\$3,000.00	\$9,000.00
				<b>Subtotal</b>	<b>\$21,600.00</b>
				<b>Total</b>	<b>\$36,720.00</b>

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**Summary - 2 Years - Sauk County Backup**

<b>Item</b>	<b>Cost</b>
Maintenance	\$2,040.00
<b>Total:</b>	<b>\$2,040.00</b>

<b>Year</b>	<b>Systems</b>	<b>Professional Services</b>	<b>Recurring Services</b>	<b>Maintenance Services</b>	<b>Totals</b>
Year 1				\$1,020.00	\$1,020.00
Year 2				\$1,020.00	\$1,020.00
<b>Totals</b>				<b>\$2,040.00</b>	<b>\$2,040.00</b>

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**Configuration Parameters - Sauk County Backup**

<b>Model#</b>	<b>Description</b>	<b>Qty</b>	<b>List Price</b>	<b>Selling Price</b>	<b>Total</b>
<b>Software Subscription</b>					
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 1	2	\$150.00	\$150.00	\$300.00
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 2	2	\$150.00	\$150.00	\$300.00
				<b>Subtotal</b>	<b>\$600.00</b>
<b>Software Protection and Remote Tech Support</b>					
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 1	2	\$60.00	\$60.00	\$120.00
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	2	\$60.00	\$60.00	\$120.00
				<b>Subtotal</b>	<b>\$240.00</b>
<b>On-Site Maintenance</b>					
950999/ONS1-1- BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 1	2	\$300.00	\$300.00	\$600.00
950999/ONS1-1- BU	On-Site Maint - 1 Year/Pos - 1 to 10 pos sys – Back Up Position Year 2	2	\$300.00	\$300.00	\$600.00
				<b>Subtotal</b>	<b>\$1,200.00</b>
				<b>Total</b>	<b>\$2,040.00</b>

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## Notes

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**1 Non-Appropriation**

Notwithstanding any other provision in this Quote or any related terms, if the County is required to obtain specific financial appropriation for the Services from its governing body, and such specific appropriation is later cancelled or not renewed, then the County may terminate the Services without penalty or termination fees on 60 days written notice, effective as of the end of the fiscal year for which funds have been appropriated. The County may not fail to appropriate funds for the Services with the intent or purpose to subscribe to or purchase similar services elsewhere, and such non-appropriation must occur in good faith.

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**2** This quote provides pricing to renew the customer's maintenance service agreement for three primary call-taking positions, one back up position and one supplemental position for the coverage period:  
November 5, 2019 through November 4, 2021.

This quote also covers Sauk County, WI Backup site for two call taking positions for the coverage period of November 5, 2019 through November 4, 2021.

Previous quote: Q79804C

This quote is configured to provide renewal of Software Protection and Remote Technical Support Services, Software Subscription Services and on-site maintenance.

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**3 Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado software. Customers may then request the new release or version from Intrado based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

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**4 Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new system purchase.  
Software Protection and Remote Technical Support cannot be deleted from quotes or system orders.  
Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

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- a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
  - b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- a) Payment in full for the lapsed period at the prevailing per-seat rate
- b) Purchase of a new maintenance agreement (one-year or five-year)
- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

#### **Software Protection**

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

#### **Remote Technical Support**

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

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- 5** **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.

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**Terms**

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**VENDOR NAME**      **Intrado Life & Safety Solutions Corporation**

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

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

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

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

**PAYMENT**      Per Contract

**DELIVERY**      TBD

**VALIDITY**      **Quote expires on April 29, 2020.** However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

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## Revision History

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Revision Level	Proposal Writer	Notes	Date Revised
1	VYOCKEY	Original	April 24, 2019
2	VYOCKEY	V2-update to 3 full, 1 supervisor and 1 dark backup	July 01, 2019
3	VYOCKEY	V3-Date Refresh	October 09, 2019
4	VYOCKEY	V4-Add Signature Block and non-appropriations clause	November 01, 2019