



**REQUEST FOR COMMISSION ACTION**  
**CITY OF INDEPENDENCE**  
**August 27, 2020**

**Department** Police

**Director Approval** Chief Jerry Harrison

**AGENDA ITEM** 911 PSAP Radio Replacement Project

**SUMMARY RECOMMENDATION** Police department staff recommend the commission approve expending 911 funds to replace the Zetron radio system with Telex radio system. None of the expenses will be funded out of the City of Independence budget or general fund. The money will come from the 911 Fund that is generated from revenues dispersed by the Kansas 911 Coordinating Council based on user fees collected in our service area.

**BACKGROUND** Our current Zetron radio system is in need of extensive update and repair. Zetron will not permit updating or access to make all needed repairs due to licensing concerns. These limitations extend to MGSO Dispatch radio updates and licensing concerns as well. Our previous radio vendor may not have kept our licensing current with Zetron causing Zetron to require an audit at our expense. Due to years of inadequate customer service and a currently inadequate radio system we are requesting to replace the Zetron system with Telex.

Our current system does not create true redundancy for a public safety radio system between IPD and MGSO. The Telex system would create true redundancy within IPD's own radio system. With three workstations each station would stand-alone for purposes of redundancy. We would pass our current system equipment to MGSO thus creating triple redundancy for radios between IPD and MGSO. This would allow MGSO to become truly autonomous without the added expense of purchasing their own radio system. This would free MGSO to return to the justice center and allow the 1916 City Hall construction project to omit any space needed for the additional agency's dispatch operations. The only expenses MGSO would absorb would be a recording system if desired, the Zetron audit if desired, and any moving expenses. None of these expenses are required for them to continue operations as they are currently utilizing space on our recorder and their radio system is operating well allowing them to forgo the audit at this time.

Our 911 fund has an adequate balance to fund this project and operating expenses. A review of previous moving expenses in 2016 leads us to estimate there will be adequate funding to pay for the portions of the moving expenses that are 911 eligible. A significant portion of the previous moving expenses will not be required due to the difference in situations and ability to move portions of the internally double-redundant system without affecting operations.

We have three options to fix the radio system. Option one is to remain with Zetron. We cannot get a solid cost for this option unless we fund the audit which is estimated to cost at least

\$28,579. We do not recommend this option. The second option is to purchase the Telex radio system with all new components for \$92,138. We recommend this option as it will have the least down time and least on-site time because it allows the vendor to build our system at their facility. The third option is to purchase Telex and use some of our current equipment. This costs \$78,219. This option will be a vast improvement over our current state, but we believe for the difference of \$14,000 it would be best to go with all new components.

Option 4 did not conform to the requirements listed in the request for proposals.

Comparison of quotes received for this project:

Option	Vendor	Cost
1	Zetron	\$ 28,579.00
2	TBS-Telex	\$ 92,138.00
3	TBS-Telex	\$ 78,219.00
4	Motorola	\$117,672.21

**BUDGET IMPACT** \$92,138 or \$78,219

**SUGGESTED MOTION** If Option 2 is approved:

I move to authorize the police department to purchase the Telex radio system with all new components for the quoted cost of \$92,138 submitted by TBS Electronics on August 10, 2020.

If Option 3 is Approved:

I move to authorize the police department to purchase the Telex radio system using some existing equipment for the quoted cost of \$78,219 Submitted by TBS Electronics on August 10, 2020.

**SUPPORTING DOCUMENTS**

1. 911 PSAP Radio Replacement Project memo
2. Zetron Audit Quote
3. TBS Radio System Replacement Quote
4. Dispatch Radio System Replacement Quote-Motorola



# Independence Police Department

Jerry Harrison Chief of Police

811 W. Laurel

Independence, Kansas 67301

General Office (620)332-1700 Fax (620)332-1703



To: Interim City Manager Kelly Passauer

From: Chief Harrison

RE: 911 PSAP Radio Replacement Project

## Executive Summary

Based on the current state of our Zetron Radio System and ongoing issues, the Independence Police Department (IPD) staff recommend the commissioners authorize IPD to replace the current Zetron Radio system with a new Telex Radio system. Under our current system, dispatch cannot communicate with officers in portions of the city. Radio traffic cannot be heard well enough to understand in dispatch (both mobile and hand-held) and often cannot be heard from mobile to hand-held or vice-versa. We have a new repeater, due to a lightning strike last year, and our vendor has optimized the system as best they can in its current state and within the limited access that Zetron allows them. We have \$196,341 in our 911 Fund, which well exceeds the cost needed for replacement. Based on the 2016 move from 1916 City Hall and annual expenditures we believe there is an adequate amount of money in the 911 Fund to pay for this needed change.

## RADIO Current STATE

- Zetron Radios
  - Purchased in 2013: Two ZETRON Radio consoles for \$33,000
  - Purchased in 2013: 1 Laptop bundle for \$14,000
  - 8 – MAX Radio Gateway w/equipment - \$20,000
  - 2 blocks of 10 radio licenses - \$6,000
  - Zetron Training - \$12,600
  - Labor/Installation - \$13,500
  - Misc. hardware/equipment - \$33,448
- We currently have 2.5 dispatch stations w/Zetron Radios
  - None are under warranty
  - Unable to update without audit - \$3,500 each incl. MGSO dispatch stations
  - We spent \$9,517 on repairs and maintenance in 2019
  - There have been problems with the system since it was installed and, unless we update, we will have to plan for more issues in the future. The system is outdated.
- Zetron Issues
  - Constant Volume issues – units cannot hear dispatch and vice-versa. For some reason, volume settings are different for each user.
  - List started in 2013 with Zetron issues – many still ongoing
  - Because we are behind on updates, programming issues occur
  - Unable to add lines to recorder until we resolve our radio/licensing issue
  - If we lose our radios, MGSO radios also go down
- We are seeking a new radio system - Telex
  - Each station has its own brain so there is no centralized place for info so if one goes down, the other does not.



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- This change will create layers of redundancy
  - If one IPD dispatch console goes down there will be two other consoles available
  - If all three IPD consoles go down MGSO will be completely independent of IPD dispatch
- We can re-use current radios, monitors and equipment if necessary
- Telex 3-year warranty – service through vendor
- Cost savings by eliminating number of frequencies/licenses
  - Zetron – Presently only have 8 gateways but need 9 gateways, which are \$2,756/each. New Zetron install would be \$24,804 plus two centrals for \$7,062
  - Telex – 9 gateways would be \$22,680 and no centrals are necessary because licensing is built into the software.
- MGSO Dispatch will be free standing
  - They will not have to fund the audit, but it would be recommended
- If we stay with Zetron, all radios must be audited by Zetron before any updates or improvements can be made – Total Cost will be \$28,579
  - Additional costs if audit determines added licenses
  - We have logged issues with Zetron system since 2013
  - Zetron customer service consistently fails us

## 911 Account Balance

Our 911 has a \$196,341 balance. This memo addresses the cost of a new and improved Telex radio system. A detailed cost for the new system is attached. A review of the last move leads us to estimate that moving dispatch to 1916 City Hall will cost \$22,253.61 in 911 eligible funds, before inflation. The entire 911 expenditures in 2016 were \$112,842.04 according to the 911 audit expense report. A review of 911 actual expenses and revenues from 2016 to now indicates there will be enough left in 911 to cover move eligible expenses and ongoing expenses under this recommendation (see Table 3.)

Regardless of the reduction in reserve 911 money, the move will cost the same whether we move Zetron Equipment or Telex. If we do not replace the Zetron system the problems will persist, if not increase, and we will need to make this investment in officer and citizen safety with or without funding a move. Further, investing in the Telex system will allow MGSO to return to the Sheriff's Office headquarters without the added expense of installing fiber to the new dispatch area connecting IPD to MGSO.

## TELEX Radio installment

To switch from Zetron to a Telex Radio System, we would purchase hardware and software for 3 stations. This would give us a 3<sup>rd</sup> stand-alone radio system instead of a laptop with a wired headset that is not made for multiple frequencies.

### 1. Telex Radio System -

- a. Total for All New System = \$92,138
- b. Total for New System with re-used equipment - \$78,219



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- c. Updates and improves our current radio system
2. Zetron Audit w/updates -
  - a. Total=**\$20,000**
    - i. Audit must include all 6 stations, including MGSO
    - ii. Updates will cost us more due to licensing – block of 10 = \$3,000

## Current State

If we opt to continue in the current state, projected costs for maintenance will increase due to lack of system updates.

- At the current state we will potentially have to purchase more licenses for \$3,000
  - Radios are used 24/7
  - Currently, the laptop does not work well
- Radios present issues daily, dispatchers are usually able to troubleshoot but, if not, we must call TBS out of Topeka for repairs

## Things to Consider

- The Zetron Radio Consoles do not work properly
  - We have called Zetron and left messages but do not get a reply
  - TBS was able to help with passwords and maintenance because they are trained in maintenance/repair of Zetron systems
  - If we are audited, it must be all 6 stations, this number includes MGSO stations
    - Cost of \$2,500 per station = \$15,000
    - Potential licenses added at \$3,000 for block of 10
    - We cannot confirm this total cost without the audit
    - One more gateway will be required at a cost of \$2,756
  - If IPD upgrades to new Telex System, IPD & MGSO will each stand alone
    - Currently, if IPD system goes down, MGSO goes down
    - MGSO will need a new recorder
      - They are recording on our system presently
- Install Telex Radio System w/ all new equipment
  - Total Cost = \$92,138 – See Table 1 for details
  - Most of the labor will be done at the shop, which means less down time for dispatch
  - Radio system will be completely re-wired correctly so less maintenance/repair time in the future
  - Hardly any down time because system will be ready to install immediately
  - 1-year warranty on hardware – could be extended but probably not necessary
- Install Telex Radio System using mostly existing equipment
  - Total Cost = \$78,219 – See Table 2.
  - Most of the labor will be on site which will be at a higher cost
  - More down time – will have to take one station down at a time while



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installing system

- 1-year warranty on hardware – could be extended but probably not necessary
- Each console is its own brain
  - If one console goes down, the others are still working
  - A warranty extension would be more expensive than labor for repairs because these systems do not malfunction on a frequent basis



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**Table 1. Telex Radio System Quote with All New Components**

Qty	Description	Unit Price	Total Price
3	Telex Dispatch PC	\$ 1,531.00	\$ 4,593.00
1	24" Touchscreen Monitor (3 <sup>rd</sup> station)	\$ 396.00	\$ 396.00
3	Telex C-SOFT 24 Line Software V7	\$ 5,085.00	\$15,255.00
2	Call Playback Option – 24 Line Enabled	\$ 2,473.00	\$ 4,946.00
3	ADHB-4 Audio Interface Device	\$ 2,057.00	\$ 6,171.00
3	ADHB-4 Mounting Bracket	\$ 48.00	\$ 144.00
9	IP-224 V2 Radio Gateway	\$ 2,520.00	\$22,680.00
4	IP-224 Dual Mounting Bracket	\$ 89.00	\$ 356.00
1	IP-224 Single Mounting Bracket	\$ 54.00	\$ 54.00
18	DB37 Radio Specific Interface Cable	\$ 200.00	\$ 3,600.00
3	Desktop Gooseneck Microphone	\$ 542.00	\$ 1,626.00
3	Footswitch	\$ 173.00	\$ 519.00
3	Dispatch Speaker Set	\$ 80.00	\$ 240.00
	<b>Backroom Equipment</b>		
1	4-Post Telco Rack	\$ 342.00	\$ 342.00
10	19" Dual Radio Mounting Bracket	\$ 54.00	\$ 540.00
2	Fill Plate	\$ 14.00	\$ 28.00
1	Rack Shelf	\$ 25.00	\$ 25.00
2	Surge Protected Rack Mount Power Strip	\$ 82.00	\$ 164.00
10	Rack Mount Dual Power Supply	\$ 270.00	\$ 2,700.00
5	Rack Mount Fuse Panel	\$ 96.00	\$ 480.00
5	XPR5550E UHF Mobile Radio	\$ 891.00	\$ 4,455.00
8	XPR5550E VHF Mobile Radio	\$ 894.00	\$ 7,152.00
2	Coaxial Lightning Surge Arrester	\$ 65.00	\$ 130.00
100	Low Loss Coaxial Cable	\$ .75	\$ 75.00
150	Shielded Coaxial Cable	\$ 4.00	\$ 600.00
14	Mini UHF Connector	\$ 2.00	\$ 28.00
5	UHF Connector	\$ 3.00	\$ 9.00
47	Type-N Male Connector	\$ 5.00	\$ 235.00
18	Type-N Female Bulkhead Connector	\$ 9.00	\$ 162.00
2	UHF Base Antenna	\$ 37.00	\$ 74.00
1	Coaxial Patch Panel	\$ 55.00	\$ 55.00
1	Network Patch Panel	\$ 198.00	\$ 198.00
1	Misc. Grounding & Installation materials	\$ 500.00	\$ 500.00
1	Labor – TBS Shop		\$ 4,000.00
1	Labor – Onsite Independence		\$ 9,600.00
	<b>TOTAL</b>		<b>\$92,138.00</b>



# Independence Police Department

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**Table 2. Telex Radio System Quote – Using some existing equipment**

Qty	Description	Unit Price	Total Price
3	Telex Dispatch PC	\$ 1,531.00	\$ 4,593.00
1	24" Touchscreen Monitor (3 <sup>rd</sup> station)	\$ 396.00	\$ 396.00
3	Telex C-SOFT 24 Line Software V7	\$ 5,085.00	\$ 15,255.00
2	Call Playback Option – 24 Line Enabled	\$ 2,473.00	\$ 4,946.00
3	ADHB-4 Audio Interface Device	\$ 2,057.00	\$ 6,171.00
3	ADHB-4 Mounting Bracket	\$ 48.00	\$ 144.00
9	IP-224 V2 Radio Gateway	\$ 2,520.00	\$ 22,680.00
4	IP-224 Dual Mounting Bracket	\$ 89.00	\$ 356.00
1	IP-224 Single Mounting Bracket	\$ 54.00	\$ 54.00
18	DB37 Radio Specific Interface Cable	\$ 200.00	\$ 3,600.00
3	Desktop Gooseneck Microphone	\$ 542.00	\$ 1,626.00
3	Footswitch	\$ 173.00	\$ 519.00
3	Dispatch Speaker Set	\$ 80.00	\$ 240.00
	<b>Backroom Equipment</b>		
1	19" Dual Radio Mounting Bracket	\$ 54.00	\$ 54.00
1	Rack Mount Dual Power Supply	\$ 270.00	\$ 270.00
2	Coaxial Lightning Surge Arrester	\$ 65.00	\$ 130.00
100	Low Loss Coaxial Cable	\$ .75	\$ 75.00
2	UHF Connector	\$ 3.00	\$ 6.00
6	Type-N Male Connector	\$ 5.00	\$ 30.00
2	UHF Base Antenna	\$ 37.00	\$ 74.00
1	Misc. Grounding & Installation Materials	\$ 200.00	\$ 200.00
1	Labor – TBS Shop		\$ 2,400.00
1	Labor – On-site Independence		\$ 14,400.00
	<b>TOTAL</b>		<b>\$ 78,219.00</b>

**Table 3. PSAP Distributions Annually**

Year	Distribution	Actuals
2020	\$46,446.86*	\$65,251.12**
2019	\$109,988.12	\$130,046.76
2018	\$99,013.02	\$81,685.26
2017	\$119,819.51	\$102,520.45
2016	\$195,778.98***	\$123,340.58

\*Distribution as of June 2020

\*\*Expenses as of July 15<sup>th</sup>, 2020 (Source is Chief Harrison's Budget Tracker)

\*\*\*Source: City's Budget Software



## EQUIPMENT PROPOSAL

**To:** Melissa Aday  
**Company:** Independence Police Department  
**Address:** 822 W Laurel St  
Independence, KS 67301

**Phone:** 620-332-1700  
**Email:** [MelissaA@independences.gov](mailto:MelissaA@independences.gov)

**Project:** Zetron Software Support

**From:** Mark Grabar  
**Company:** TBS Electronics, Inc.  
**Address:** 5225 SW Topeka Blvd.  
Topeka, KS 66609

**Phone:** 785-862-7450  
**Fax:** 785-862-7647

**Date:** 9/20/19

<u>Qty</u>	<u>Description</u>	<u>Your Price</u>	<u>Extended</u>
6	Zetron MAX-PSP Software Audit/Reinstatement Valid for 1 Year	\$1,850.00	\$11,100.00
5	MRG Dual Rack Mount	\$ 187.00	\$ 935.00
2	Radio Interface Cable	\$ 137.00	\$ 274.00
1	RU1-2012 Rackmount Dual Power Supply		\$ 270.00
1	Miscellaneous Installation Materials		\$ 100.00
1	Labor – On-Site/Remote: Update Console Software On-Site: Reconfigure Backroom Equipment		\$14,400.00
1	On-Site Travel Expense		<u>\$ 1,500.00</u>
	TOTAL		\$28,579.00

These prices are valid for 30 days and should be reconfirmed thereafter. Please feel free to contact me at 800-530-5550 with any questions that may arise as a result of this proposal.

Mark Grabar  
TBS Electronics, Inc.

# **TBS**

**ELECTRONICS, INC.**

August 10, 2020

Jerry Harrison  
Chief of Police  
City of Independence  
811 W Laurel  
Independence, KS 67301

Dear Chief Harrison:

Thank you for the opportunity to submit our proposal for your **Dispatch Radio System Replacement**. Our proposal includes all of the equipment items per your bid table equipment lists along with all of the necessary parts and accessories to complete the project.

TBS Electronics Inc. is a Motorola Elite Specialist Channel Partner. We service most two-way radio models on the market, both current and discontinued. We also maintain an extensive inventory of parts, batteries, and accessories for the more common models. We provide free shipping to us for all repairs via UPS as well as free shipping both ways for all warranty repairs.

Please feel free to contact me at 800-530-5550 with any questions that you may have concerning your communications needs. I welcome the opportunity to meet with the Independence Police Department staff members to discuss this proposal in detail. We look forward to working with you and your organization to complete your Dispatch Radio System Replacement project!

Sincerely,



Mark Grabar  
President  
TBS Electronics, Inc.



# Independence Police Department

Jerry Harrison Chief of Police

811 W. Laurel

Independence, Kansas 67301

General Office (620)332-1700 Fax (620)332-1703



## Bid 1. Telex Radio System with All New Components

Qty	Description	Unit Price	Total Price	Comment
3	Telex Dispatch PC	\$1,531.00	\$4,593.00	
1	24" Touchscreen Monitor (3 <sup>rd</sup> station)	\$396.00	\$396.00	
3	Telex C-SOFT 24 Line Software V7	\$5,085.00	\$15,255.00	
2	Call Playback Option – 24 Line Enabled	\$2,473.00	\$4,946.00	
3	ADHB-4 Audio Interface Device	\$2,057.00	\$6,171.00	
3	ADHB-4 Mounting Bracket	\$48.00	\$144.00	
9	IP-224 V2 Radio Gateway	\$2,520.00	\$22,680.00	
4	IP-224 Dual Mounting Bracket	\$89.00	\$356.00	
1	IP-224 Single Mounting Bracket	\$54.00	\$54.00	
18	DB37 Radio Specific Interface Cable	\$200.00	\$3,600.00	
3	Desktop Gooseneck Microphone	\$542.00	\$1,626.00	
3	Footswitch	\$173.00	\$519.00	
3	Dispatch Speaker Set	\$80.00	\$240.00	
	<b>Backroom Equipment</b>			
1	4-Post Telco Rack	\$342.00	\$342.00	
10	19" Dual Radio Mounting Bracket	\$54.00	\$540.00	
2	Fill Plate	\$14.00	\$28.00	
1	Rack Shelf	\$25.00	\$25.00	
2	Surge Protected Rack Mount Power Strip	\$82.00	\$164.00	
10	Rack Mount Dual Power Supply	\$270.00	\$2,700.00	
5	Rack Mount Fuse Panel	\$96.00	\$480.00	
5	XPR5550E UHF Mobile Radio	\$891.00	\$4,455.00	
8	XPR5550E VHF Mobile Radio	894.00	\$7,152.00	
2	Coaxial Lightning Surge Arrester	\$65.00	\$130.00	
100	Low Loss Coaxial Cable	\$.75	\$75.00	
150	Shielded Coaxial Cable	\$4.00	\$600.00	
14	Mini UHF Connector	\$2.00	\$28.00	
5	UHF Connector	\$3.00	\$9.00	
47	Type-N Male Connector	\$5.00	\$235.00	
18	Type-N Female Bulkhead Connector	\$9.00	\$162.00	
2	UHF Base Antenna	\$37.00	\$74.00	
1	Coaxial Patch Panel	\$55.00	\$55.00	
1	Network Patch Panel	\$198.00	\$198.00	
1	Misc. Grounding & Installation materials	\$500.00	\$500.00	
1	Labor –	\$4,000.00	\$4,000.00	
1	Labor – Onsite Independence	\$9,600.00	\$9,600.00	
	<b>TOTAL</b>		\$92,138.00	



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Independence, Kansas 67301

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## Bid 2. Telex Radio System-- Using some existing equipment

Qty	Description	Unit Price	Total Price	Comment
3	Telex Dispatch PC	\$1,531.00	\$4,593.00	
1	24" Touchscreen Monitor (3 <sup>rd</sup> station)	\$396.00	\$396.00	
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9	IP-224 V2 Radio Gateway	\$2,520.00	\$22,680.00	
4	IP-224 Dual Mounting Bracket	\$89.00	\$356.00	
1	IP-224 Single Mounting Bracket	\$54.00	\$54.00	
18	DB37 Radio Specific Interface Cable	\$200.00	\$3,600.00	
3	Desktop Gooseneck Microphone	\$542.00	\$1,626.00	
3	Footswitch	\$173.00	\$519.00	
3	Dispatch Speaker Set	\$80.00	\$240.00	
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1	19" Dual Radio Mounting Bracket	\$54.00	\$54.00	
1	Rack Mount Dual Power Supply	\$270.00	\$270.00	
2	Coaxial Lightning Surge Arrester	\$65.00	\$230.00	
100	Low Loss Coaxial Cable	\$.75	\$75.00	
2	UHF Connector	\$3.00	\$6.00	
6	Type-N Male Connector	\$5.00	\$30.00	
2	UHF Base Antenna	\$37.00	\$74.00	
1	Misc. Grounding & Installation Materials	\$200.00	\$200.00	
1	Labor -	\$2,400.00	\$2,400.00	
1	Labor - On-site Independence	\$14,400.00	\$14,499.00	
	<b>TOTAL</b>		<b>\$78,219.00</b>	

Company Name: TBS Electronics, Inc.

Address: 5225 SW Topeka Blvd

Contact Person: Mark Grabar

Contact Phone Number: 800-530-5550

Signature: *Mark Grabar*

# CITY OF INDEPENDENCE, KANSAS

AVTEC SCOUT™ CONSOLE SOLUTION

8/19/2020

The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and Avtec LLC, and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

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8/19/20

Kansas Motorola Contract #28440

Chief Jerry Harrison  
Chief of Police, City of Independence  
811 W. Laurel  
Independence, Kansas 67301

RE: Dispatch Radio System Replacement

Dear Chief Harrison,

Avtec LLC and Motorola Solutions Inc. appreciate the opportunity to provide the City of Independence quality communications equipment and services. Motorola Solutions' project team has taken great care to propose a solution to address your needs and provide exceptional value.

Scout Dispatch Console System

This proposal is conditional upon the City of Independence's acceptance of the terms and conditions contained in the Statement of Work (SOW) included in this proposal, or a negotiated version thereof. Pricing will remain valid for 90 days from the date of this proposal.

Any questions about this proposal can be directed to Denise Gibbs, Account Manager, Western MO and SE KS, 312-270-3935, or [denise.gibbs@motorolasolutions.com](mailto:denise.gibbs@motorolasolutions.com).

Our goal is to provide the best products and services available in the communications industry. We thank you for the opportunity to present our proposed solution, and we hope to strengthen our relationship by implementing this project.

Sincerely,



Nicole Sherrill  
Territory Vice President, Central Region  
Motorola Solutions, Inc.

SECTION 1

# EXECUTIVE SUMMARY

The voice communications systems of the City of Independence provide a critical link fulfil your mission.

Avtec LLC is a leading U.S. provider of advanced dispatch solutions for public safety and commercial customers. Based in South Carolina, Avtec provides voice over internet protocol (VoIP) dispatch services over land mobile radio (LMR) and broadband networks. Avtec has deployed over 1,000 Scout solutions, totaling more than 5,000 IP console positions and 40,000 Radio over IP (RoIP) Gateways.

Avtec understands that lives often depend on the ability to communicate and that the redundancy and survivability of the systems that provide emergency communications are imperative to enabling timely responsiveness and assuring the safety of first responders in the field. To meet these challenges, Avtec developed the Avtec Scout™ Voice over IP Dispatch Console solution. A summary of some of the key benefits of deploying Scout is as follows:

1. **Smooth Transition/Reduced Stress** - Scout provides a highly configurable user interface affording the opportunity to create the look and feel that meets dispatcher's needs, easing the transition to a new platform, and reducing the stress of change.
2. **No single point of failure** - Scout ensures a fault tolerant system with the highest reliability. Automatic failover, redundancy and locally and geographically diverse key components help mitigate the impact of component or site loss on operational continuity.
3. **High Operational Continuity** - Scout offers a high level of redundancy, supporting automatic failover of key components both local and geographically diverse, mitigating the impact of component or site loss on operational continuity.
4. **No Risk of Obsolescence** - Scout is predominantly software-based and uses standards-based Internet Protocols to simplify deployment and operation on enterprise networks. On-going maintenance provides software upgrades and enhancements to eliminate the risk of obsolescence.
5. **Increased Return on Investment (ROI)** - Scout uses standard commercial hardware where appropriate so it can operate and be maintained as part of the existing network. This can increase ROI on the infrastructure and leverage existing IT maintenance programs.
6. **Pricing Leverage** - Scout has been integrated with more radio, telephone and recorder partner technologies than any other console solution in the market. This provides the flexibility of choice and pricing leverage when acquiring new technologies.
7. **Confident Selection** – Scout VoIP console systems are deployed in every mission-critical market, including Public Safety, in the United States. Our long-term, proven track record gives Customers the confidence that they have made the right choice.

For the City of Independence, Avtec is offering a system consistent with current configurations. It has been configured for your application but is expandable to additional consoles and locations if desired. Avtec is proposing the following:

- Three (3) Scout Dispatch Consoles with Software Media Workstation and associated peripheral devices
- Four (4) Outpost Plus Gateways to interface to existing control station infrastructure – Five (5) XPR5550 UHF mobile radios and eight (8) XPR5550 VHF mobile radios

## Why Scout?

The proposed solution offers the City of Independence the ability to easily expand and/or modify in the future. For instance, the Scout system will also allow the county to seamlessly transition to the Kansas Statewide Interoperable Communication System (**KSICS**) in the future. More than any other console system, Scout will allow growth and increased interoperability with existing and new technologies.

Scout offers flexibility that allows the City to operate with their existing system while at the same time transitioning to the KSICS system. This capability offers an increased feature set and full intercommunications between the disparate technologies.

To increase the return on the City's investment, Scout can leverage the infrastructure and existing IT maintenance programs as a cost savings. Avtec's development procedures and cybersecurity compliances offer the City best in class security against cyber-attacks. Scout also offers the best upgrade path to future technologies, whether it be new radio infrastructure or cloud-based dispatch technologies. **No more forklift overhaul of your dispatch system.**

Avtec is looking forward to working with the team from the City of Independence on a successful project.

SECTION 2

# AVTEC AND PUBLIC SAFETY

## REFERENCES

With a 100% system acceptance record, it's no wonder that the Avtec Scout IP console system has become the heartbeat of dispatch centers big and small in public safety nationwide. For the past 20 years, we've delivered a system that supports today's interoperability standards. From P25 DFSI (Conventional P25 base stations via IP) to P25 CSSI (Trunked P25 systems) with our Scout P25 console.

The Scout IP console system is preferred because of its open architecture, flexible design, and ease of integration. It's the perfect solution whether considering a replacement for an existing console or implementing a new communication center, and Avtec is a proven, trusted and reliable dispatch console solution provider.

All Scout systems described utilize a common architecture, deploy the same hardware and software infrastructure, and are configured individually to meet the needs of the respective organizations. Various industry features are rolled into the core product, thereby streamlining development, avoiding complex customization, and simplifying deployment and maintenance. The following examples provide insight into the scalability, reliability, and flexibility of the Scout console system.

### Reference 1 – Saline County IL

Saline County IL is a consolidated E-911 multi-agency dispatch center that provides dispatch for Police, Fire and EMS first responder agencies in and around Saline County. They also provide backup dispatch for Johnson County. In 2015, Saline County faced product maturity, serviceability, and manufacturer support issues with their Zetron dispatch consoles. The situation translated into risk in dispatching operations and, ultimately, safety to first responders and to the community served.



That year, Saline County found their solution while attending a local APCO conference. That was the Avtec Scout P25 console system. After working through local funding and procurement issues, they replaced their three operator positions at the 911 center in mid-2017. The total system cost was approximately \$133,000 and included an extended warranty through Year Five. Each Scout operator position is multi-role and can perform Fire, Law and EMS dispatching.

To complete the solution Avtec needed a local partner to assist with installation and long-term support. Saline County recommended Novacom, a local two-way radio shop in nearby Herrin IL. Avtec qualified and then partnered with Novacom on the project. Novacom technicians attended training at Avtec HQ in South Carolina to prepare for the project.

**Contact:** Tracy Felty

**Telephone Number:** (618) 252-8661

**E-mail Address:** saline911@yahoo.com

## Reference 2 – City of Roanoke TX

In 2015, The City of Roanoke TX was looking to upgrade their main radio systems for public safety as well as their 911 center console systems. The city released an RFP and received multiple proposals. A local Channel Partner teamed with Avtec and several other vendors to provide a P25 Trunked radio system, Avtec consoles, subscriber radios, and other subsystems. The Scout system connects to a Etherstack P25 trunked radio system core that uses ICOM repeaters and subscriber radios from multiple vendors. Primary Scout system components include:



- 2 Scout Radio Dispatch Console Positions with P25 trunking seat licenses and NENA interfaces, Redundant VPGate Software License for a maximum of 40 endpoints. Includes a Centralized Project Storage (CPS) software license and uses CSSI to the Etherstack system,
- 1 Redundant P25 license to support 10 talkpaths,
- 5 Outposts (RoIP controller) interfaced to Tait control stations for access to County and other neighboring radio systems
- Scout Media Workstations,
- 1 Input / Output package and cabling/punch block kits,
- Hardware (computers, monitors, KVM, peripherals, etc.).

In March 2016, the city executed a contract and the new systems were installed later that year. The total cost for the Avtec-provided portion of the project was approximately \$129,000.

**Contact:** Chief Gary Johnson  
**Telephone Number:** (817) 491-6052  
**E-mail Address:** [gjohnson@roanokepolice.com](mailto:gjohnson@roanokepolice.com)

## Reference 3 – Boone County MO

In 2015, Boone County MO identified Avtec as their preferred supplier for a new dispatch console system. Throughout that year and into early 2016, Avtec and the county worked to design the system for installation in their new Public Safety Joint Communications Center (PSJC) set to open in November of 2016. The now completed communications system includes the installation of 34 Avtec Scout dispatch consoles positions – 21 at the main 911 center or Public Safety Answering Point (PSAP), five at the PSAP's training center, and eight at a fully equipped backup center located in Columbia. Additionally, eight mobile Ranger™ dispatch consoles are deployed in the Boone County Joint Communications (BCJC) Emergency Operations Center (EOC), and 49 Outpost™ radio controllers, located throughout the entire system, facilitate the integration of multiple radio technologies and secure disaster recovery capabilities with zero points of failure. The total cost of the system, including a five-year extended warranty exceeded \$1.4M.



The Scout dispatch consoles allow BCJC's dispatchers to coordinate communications with multiple law enforcement, fire and emergency medical services agencies. The Ranger consoles, which can operate on Windows laptops, tablets or fixed workstations, are currently installed as fixed workstations in the EOC. The flexibility and concentration of features make Ranger ideal for personnel from multiple disciplines and jurisdictions who need focused radio access for enhanced situational awareness during emergencies.

According to BCJC Director Chad Martin, dispatchers had been using the same radio consoles to coordinate with first responders for more than 17 years. “The company that manufactured the old consoles is no longer in business and their equipment has gone way past its useful life,” said Martin. The Avtec upgrades give BCJC the option of introducing Next Generation 911 technology in the future, allowing citizens to one day text 911 messages instead of calling. “We don’t know when that technology will become available, but when it does, the Avtec system is designed to handle it,” said Martin.

**Contact:** Chad Martin

**Telephone Number:** 573-554-1001

**E-mail Address:** [cmartin@boonecountymo.org](mailto:cmartin@boonecountymo.org)

#### Reference 4 - CareFlite

CareFlite® is a Texas, nonprofit 501(c) 3 corporation governed by a Board of Directors with representatives from Texas Health Resources (Harris Methodist, Presbyterian and Arlington Memorial Hospitals), Methodist Health System, Baylor Scott & White Health Care System, Parkland Health and Hospital System, and JPS Health. One of the oldest Air Medical Transportation Services in the USA and Texas, CareFlite has bases in 10 Texas counties and also provides ground EMS Services to six areas in Texas.



CareFlite was operating a no-longer-supported radio console system in 2015. They were also struggling with challenges surrounding some of their radio system infrastructure. Avtec and local Channel Partner/Dealer *First Choice Communications* worked with CareFlite to identify and document their current systems as well as current and future needs. Working together, a solution was proposed to replace the current radio console system and remediate the radio system deficiencies. In addition, Avtec committed to develop a new system interface needed by CareFlite with their primary radio system.

The Avtec console system includes eight dispatch positions. Avtec Outpost radio gateways provide interfaces to 14 radio channels/systems. The system was operational in late 2015 and the total cost for the Avtec-provided portion of the project was approximately \$152,000.

**Contact:** Eric Callendar

**Telephone Number:** 972-339-4259

**E-mail Address:** [ecallendar@careflite.org](mailto:ecallendar@careflite.org)

#### Reference 5 – Erath County TX

Erath County TX needed to replace an outdated radio dispatch console system. The Avtec local Channel Partner/Dealer worked with the County 911 team to determine the system requirements, develop a plan to replace the old consoles with an Avtec Scout system, and remediate various radio system deficiencies. Based on that plan, the County reviewed proposals from multiple vendors and chose Avtec and its partner for the project. The system is a fairly typical mid-size 911 PSAP design, including five console positions, and 10 radio interfaces (local PD, Sheriff, Fire, and TX Law) via Outpost radio gateways. Total cost of the Avtec-provided portion of the project was approximately \$120,000.



**Contact:** Angela Williams, 911 Dispatch Sgt.

**Telephone Number:** (254) 965-3338

**E-mail Address:** [erathdispatch@co.erath.tx.us](mailto:erathdispatch@co.erath.tx.us)

## Reference 6 – St. Croix County WI 911

In 2014, St. Croix County WI embarked on a project to upgrade their county-wide public safety communications systems. A consultant was hired to determine the system requirements, design the system, produce an RFP, and manage the competitive procurement process. Three vendors partnered with Avtec to propose solutions in response to the RFP released in the third quarter of 2016. Avtec Channel Partner, Racom, was the successful proposer and the system installation began in early 2017. Completion was in the third quarter of 2017. The cost of the Avtec-provided portions of the project was approximately \$395,000.



As part of a new turnkey VHF Simulcast Radio System for its public safety and public service agencies, the County replaced a legacy radio dispatch system with the purchase of a nine-position Avtec Scout Radio over IP dispatch system. Six of the console positions are at the main 911 center in Hudson and three are at the backup center in Hammond. The Scout system provides the County with a reliable IP-based dispatch console subsystem capable of interfacing with:

- The new simulcast radio system, including provisions for future upgrade to P25 digital,
- 36 Outpost Radio Gateway interfaces to conventional stations, repeater, control stations, PAs and other resources including statewide radio systems in WI and MN.
- 7 IP Desktop Remote (Mini-SIP) four-channel consoles.

In order to meet current and future communication needs, both reliably and functionally, the County required that the network and the dispatch system be compliant with the Association of Public Safety Communications Officials (APCO) Project-25 standards.

The installation of the Scout dispatch system was completed by Avtec and Racom in a manner that caused no interference with the operation of the existing system.

**Contact:** Terry Anderson, Emergency Communications Coordinator

**Telephone Number:** (715) 386-4705

**E-mail Address:** [terry.anderson@co.saint-croix.wi.us](mailto:terry.anderson@co.saint-croix.wi.us)

SECTION 3

# SYSTEM DESCRIPTION

## 3.1 OVERVIEW

To connect dispatchers with first responders and citizens, Avtec is proposing the Avtec Scout dispatch console solution, which integrates communications from telephone, LTE/Broadband, conventional radio, and trunked radio systems in a single console.



Avtec Scout offers several key advantages:

- **Powerful** - Scout provides robust communication and incident response capabilities using simple, easy-to-deploy infrastructure with no solution core.
- **Flexible** – The Scout console can interface with a variety of systems, both Project 25 (P25) and non-P25.
- **Scalable** – Whether serving a small area or an entire state, Avtec Scout’s simple platform can easily expand to meet organizational needs.
- **Reliable** – Avtec Scout’s architecture eliminates single points of failure by utilizing IP-based Voice over Internet Protocol (VoIP) and Ethernet technology to distribute solution components over network infrastructure. This prevents emergencies from disrupting voice communication. Scout also continues to operate during software updates and changes, simplifying update scheduling.

Avtec Scout unifies communications in a highly configurable interface, supported by redundant components for reliability. Dispatchers will be able to access specialized communications functions through a console that fits their workflow.

## 3.2 SCOUT CONSOLE MODELS

Scout dispatch consoles are available in multiple configurations that tailor channel capacity to different user roles and environments. Avtec is proposing a license package sized to meet the needs of your organization. Each model is interoperable with the others, making it easy to provide users with the features they need and increased capacity as needed over time. The specific system being proposed is described in the Pricing & Equipment List.

Use or disclosure of this proposal is subject to the restrictions on the cover page.

## 3.3 SCOUT CONSOLE FLEXABILITY

### Radio

Avtec enables complete flexibility and modular integration to an array of past, present and potentially future radio technologies. As each wireline interface is based on a software protocol driver, VPGate is an extensible and dynamic platform providing access to any or all supported interfaces.

Scout Enterprise supports the following wireline-based IP protocol interfaces:

- ACU-1000/2000/T Hardware via the JPS RoIP protocol
- P25 Conventional radios via the P25 DFSI standard (TIA-102.BAHA),
- P25 Trunked Radio systems via the P25 CSSI standard (TIA-102.BACA),
- L3Harris VIDA P25 Trunked Radio systems via the P25 CSSI (TIA-102.BACA),
- Motorola ASTRO P25 Conventional Radio systems via the P25 DFSI standard (TIA-102.BAHA) or U.S. Department of Homeland Security's Science and Technology Directorate Radio Internet Protocol Communications Module (RIC-M),
- Motorola ASTRO P25 Trunked Radio systems via the P25 CSSI (TIA-102.BACA),
- TaitNET Digital Mobile Radio Tier III AIS Standard (direct IP connectivity to system controllers),
- Leonardo ES Digital Mobile Radio Tier II and Tier III AIS Standard (direct IP connectivity),
- AT&T Enhanced PTT broadband PTT over LTE service,
- Verizon Wireless PTT Plus broadband PTT over LTE service,
- Cisco Instant Connect broadband PTT service,
- Motorola WAVE broadband PTT service,
- MOTOTRBO IP Site Connect from Motorola (direct IP connectivity),
- MOTOTRBO Multi-Site Capacity Plus from Motorola (direct IP connectivity),
- MOTOTRBO Capacity Max from Motorola (direct IP connectivity),
- MOTOTRBO Connect Plus from Motorola (direct IP connectivity),
- IDAS NXDN conventional and trunked radio systems from Icom America (direct IP connectivity),
- NEXEDGE NXDN conventional and trunked radio systems from JVCKenwood (direct IP connectivity),
- ED-137 Air/Ground radios from Jotron (direct IP connectivity),
- ED-137 Air/Ground radios from Park Air (direct IP connectivity),
- ED-137 Air/ground radios from TELERAD (Direct IP connectivity).
- Please inquire if your system is not listed above.



### Telephony

The Scout Enterprise VPGate offers a standards-based Session Initiation Protocol (SIP) driver enabling connectivity and registration with IP telephony infrastructure, supporting from one to hundreds of phone connections. Scout Enterprise is certified with platforms from Avaya, Cisco, and NEC; others have been field tested and integrated. If a SIP-enabled PBX is unavailable, Scout Enterprise uses commercially available, SIP-based telephony gateways for administrative phone circuits. Gateways are available for FXO, FXS (POTS), and T1 PRI or Channelized DS0 circuits.

In the event the host PBX does not support third party registration but can integrate at the trunk level using SIP trunks, Scout Enterprise can be configured with a redundant SIP Proxy enabling call routing between the PBX and VPGates using SIP trunking across the Ethernet backbone.

## 3.4 SCOUT USER INTERFACE

Each Scout console includes a highly configurable and user friendly GUI that offers quick access to vital communications features. The console screen displays selectable virtual buttons called “pads,” which dispatchers can use to answer calls, select functions, and open different interface screens.



Figure 3-1: Sample Scout User Interface Configurations

Every aspect of the Scout interface is configurable, so it can be tailored to dispatchers’ workflows. The Scout System Administrator can change interface characteristics like window sizes, web browser objects, map backgrounds, buttons, colors, fonts, and button icons to develop screen configurations that meet operational needs.

Interface configuration can vary or be identical across dispatch positions. One dispatcher can access different screen layouts when working in specific territories, selecting their Communication

Landscape (CommScape) when they log in. The Scout interface can even be modeled on legacy layouts to help reduce dispatcher training time.

## 3.5 CONSOLE CAPABILITIES

Dispatchers will be able to access a suite of capabilities in Scout, helping them to efficiently handle calls, send messages, and respond to incidents. The following sections describe these features.

### **Call Handling**

Dispatchers can communicate with other console and radio users individually or as a group using Scout. Group calls can be set up for a variety of sizes, ranging from a single user group to every user on the system.

In addition to two way calls, dispatchers can use broadcast calls to make one-way announcements, efficiently communicating vital information to multiple users.

### **Caller Information**

Scout displays call information to provide context, informing dispatchers of a caller's identity using their PTT-ID or alphanumeric ANI alias.

### **Messaging**

In addition to voice calls, dispatchers can quickly communicate information using a variety of message types, including pre-defined text messages, frequency change requests, and call-back requests.

### **Safety**

Scout includes features to help dispatchers verify a user's safety and detect emergencies. Dispatchers can check the operational status of a user's radio and monitor audio from it to determine their current situation. If needed, radio monitoring can be activated discreetly, showing no visible indication on the radio that its audio is being monitored. If a user presses the emergency button on their radio, Scout sends an alert to dispatchers and enters emergency mode.

In emergency mode, Scout prioritizes calls from the user who triggered the emergency so that dispatchers can remain in contact without disruption. This emergency state remains active until deactivated by a dispatcher.

To prevent potential security threats from lost or stolen radios, dispatchers can use Scout to remotely disable them until they are recovered. If the radio is recovered, dispatchers can also remotely re-enable it.

### **Console Telephony**

Using Telephony with Session Initiation Protocol (SIP) in Scout, dispatchers can handle calls from telephones and user radios in one interface. Scout consoles support more than one phone patch, so one dispatcher can manage multiple phone calls simultaneously. Calls can be active, put on hold, and patched to other phone lines and user radios as needed. Vital calls can be placed in high availability mode, protecting them from potential interruptions.

Scout provides a host of advanced telephone features, including recall dial tone, caller ID display in the Call Queue, caller ID transmitting, patching, call transferring, automatic answering, call forwarding, and voicemail.

### **Logging and History Tracking**

Scout can record both inbound and outbound audio in its integrated Instant Recall Recorder (IRR), and interface with a variety of external logging recorders for longer term audio storage. A logging recorder has not been included with this proposal. To ensure logging recorder compatibility customer should work with Avtec.

In addition to call audio, Scout logs user activity and system messages for later reference. Each time a dispatcher takes an action, Scout records the action and any associated metadata, such as when the action took place. Scout also logs any messages generated by errors and automatic system actions, including a timestamp and message ID.

To locate information quickly, dispatchers can filter logs in Scout by conversations, inbound talkspurts, outbound talkspurts, or specific calls. Scout also includes a search function to locate records using keywords or numbers.

### **Security and Encryption**

Scout dispatch consoles offer several layers of password protection, securing access to communications. If set up by administrators, Scout only provides access to personnel with necessary credentials.

Dispatchers can secure their communications in Scout using software-based AES and DES encryption to prevent potential eavesdroppers from listening in. They can dynamically change encryption methods and keys within Scout, making it easy to adapt their security posture.

Scout system administrators can manage available encryption keys using the Avtec Encryption Key Manager, which can load multiple encryption key sets. The Scout System Administrator can manually enter encryption keys for multiple encryption methods, and also load encryption keys into the Avtec Encryption Key Manager using supported Key Fill Devices.

### **Scout Enterprise Console Operator Position**

Each Scout console position consists of Avtec software on a standard computer, a media workstation, and dispatching peripherals. Scout supports commercial-off-the-shelf (COTS) computers and peripherals, simplifying procurement and configuration, reducing maintenance, and lowering life-cycle costs. Scout console software runs on a Windows 10 computer with any compatible pointing device or an LCD touchscreen. The proposed Scout Dispatch solution positions will include the following components:

- Scout Software Media Workstation – This software-based workstation integrates with the Avtec Scout console on one PC, making deployment simple and compact. The console software handles audio processing, such as patching, transcoding, gain control, and mixing. Peripherals are connected via USB.
- Desktop Speakers – Compact and easily stackable speakers that provide Select and Unselect audio.
- Desktop Microphone – Includes a sturdy weighted base, a large button for PTT, a smaller button for Continuous Tone-Coded Subaudible Squelch (CTCSS), and a flexible neck. The profile of the microphone prevents dispatchers from engaging PTT accidentally.
- Personal Computer (PC) – The computer that hosts the position's Scout console software. Includes the Windows 10 operating system.
- Footswitch – Non-skid, durable USB footswitch with single PTT button

- Computer Display – LCD Touchscreen display monitor for the position's computer.

## 3.6 SYSTEM INTEGRATION

Scout consoles easily integrate with a variety of communications networks using limited infrastructure equipment and no centralized core. The main connection component is the Scout Voice Over IP Protocol Gateway (VPGate™), which will interface Scout consoles to your network using standard IP transport infrastructure to exchange data and an endpoint registration component to direct communications traffic.

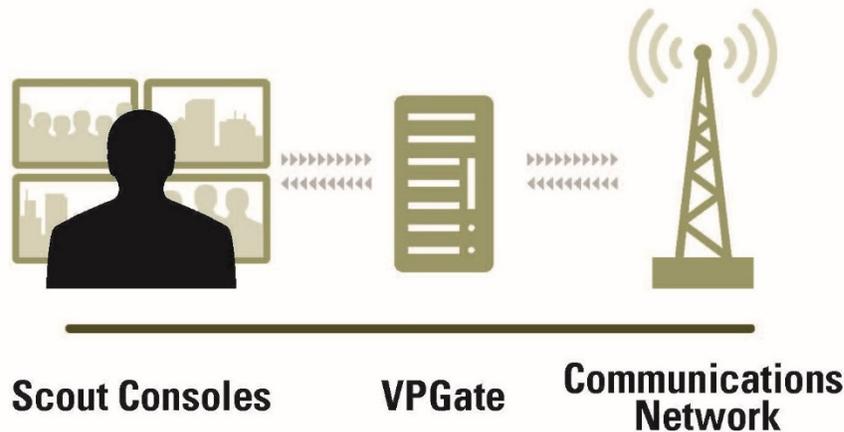


Figure 3-2: Scout Connection Diagram

### Voice Over IP Protocol Gateway

VPGate translates VoIP traffic and open and proprietary communication protocols from Scout into the data formats used by connected endpoints like radio base stations, telephone lines, and radio groups. Interfaces to specific endpoints can be added or removed from VPGate, tailoring its connections to incorporate the necessary endpoints.

To ensure reliability, VPGate is configured in redundant pairs. This failover capability provides a highly resilient system design that can continue to operate in a number of disaster scenarios. It ensures that network endpoints assigned to VPGate continue to be available for uninterrupted operation from console positions.

### IP Transport Infrastructure

The Scout solution relies on standard IP transport infrastructure to exchange data between VPGate and your communications network, requiring no external controllers or vocoders.

To reduce latency and improve Quality of Service, administrators can configure the IP transport infrastructure tying the systems together to give priority to voice communication packets. Scout uses separate Differentiated Services values to change the priority for audio and control packets exchanged between Scout consoles and other components of the network.

### Wireless Control Station Connection Capabilities

Scout dispatch consoles can access several connection features to expand their capabilities and improve their efficiency. The following features are included in this proposal:

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- **Avtec Outpost** – A solid-state embedded IP controller that interfaces analog radio equipment to the Scout console subsystem IP network. It converts analog audio to digital, and provides remote monitoring and control. Outpost works in conjunction with VPGate to provide interoperability with analog endpoint devices from various manufacturers. Outpost supports in Cabinet Repeat, which allows Outpost to treat an ordinary base station as a repeater.

Outpost Features Include:

<ul style="list-style-type: none"> <li>• P25 Analog Fixed Station Interface</li> <li>• Tone Remote Control Interface</li> <li>• Local Control Interface</li> <li>• Serial Control Interface</li> <li>• DTMF Tone Call-in</li> <li>• RSSI Input</li> <li>• Auxiliary Input</li> <li>• Temperature Sensor</li> <li>• COR Input</li> <li>• Two audio interfaces supporting phones, radios, voter comparators or other analog audio</li> <li>• A serial port for each interface to remote control advanced features of RF control stations (see Section 7.1.3.8)</li> </ul>	<ul style="list-style-type: none"> <li>• MDC1200 protocol support without external hardware (Model Number OUTPOST-2R-MDC)</li> <li>• Ethernet interface for connection to VPGate and Consoles</li> <li>• Paging Tone Encoder</li> <li>• Legacy Tone Remote Console Port for console migration</li> <li>• In-Cabinet Repeat Function</li> <li>• Connection to Audio Recording Device</li> <li>• DC Current Key Adaptor optionally available (Model # OUTPOST-DC-2R)</li> </ul>
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The proposed Scout Enterprise solution is licensed and equipped to interface the existing and proposed new radio technologies with RF control stations. However, as an IP product, Scout Enterprise is optionally capable of providing a direct IP interface to all new digital radio and PTT over cellular technologies.

*Scout Enterprise* can be configured to support the following wireline-based IP protocol interfaces:

- AT&T Enhanced PTT broadband PTT over LTE service
- Cisco Instant Connect PTT over LTE service
- Harris VIDA P25 via the P25 CSSI standard (TIA-102.BACA),
- IDAS NXDN conventional and trunked radio systems from Icom America (direct IP connectivity),
- Icom LTE-Connect Radio Service,
- Leonardo ES Digital Mobile Radio Tier II and Tier III AIS Standard (direct IP connectivity),
- Motorola ASTRO P25 via the P25 CSSI standard (TIA-102.BACA),
- MOTOTRBO IP Site Connect Professional Mobile Radio systems from Motorola (direct IP connectivity),
- MOTOTRBO Multi-Site Capacity Plus Professional Mobile Radio systems from Motorola (direct IP connectivity),

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- MOTOTRBO Capacity Max Professional Mobile Radio systems from Motorola (direct IP connectivity),
- MOTOTRBO Connect Plus Professional Mobile Radio systems from Motorola (direct IP connectivity),
- MOTOTRBO IP Site Connect Professional Mobile Radio systems from Motorola (direct IP connectivity),
- NEXEDGE NXDN conventional and trunked radio systems from JVCKenwood (direct IP connectivity),
- P25 Conventional radios via the P25 DFSI standard (TIA-102.BAHA),
- P25 Trunked Radio systems via the P25 CSSI standard (TIA-102.BACA),
- TaitNET P25 Simulcast via the P25 DFSI standard (TIA-102.BAHA),
- TaitNET Digital Mobile Radio Tier II and III AIS Standard,
- TaitNET P25 via the P25 CSSI standard (TIA-102.BACA),
- Verizon PTT Plus PTT over LTE service,
- Zello PTT over LTE service.

Native IP-based endpoints support the ability to send answerback tones / keying tones and support inbound DTMF decoding.

Using the IMBE/AMBE+2 vocoder, IP-based endpoints support sending alert tones via commands to the vocoder, in lieu of sending them in an analog format, in order to preserve the fidelity of the tone when heard by field personnel.

## 3.7 SCOUT SOLUTION MANAGEMENT

System administrators can configure Scout console functions over the network using the Scout Manager tool. With Scout Manager, Scout system administrator can configure console functions and screen layout for multiple or individual dispatchers. This software application runs on Windows 10, Windows Server 2012 R2 Update 1, or Windows Server 2016, saving configuration data to SQL databases and standard XML files.

In addition to Scout Manager, the Scout solution provides administrators with detailed system status and behavior information, including audio diagnostics, console states, and component health, through the Scout Central Distributor (SCD). The SCD also creates log files for each major subsystem support deeper diagnostic analysis. For external alerting, Scout sends Simple Network Management Protocol (SNMP) messages for its alarms and events to as many as four SNMP managers, enabling administrators to view messages through an integrated management console.

SCD includes the following features:

- **Multi-site Diagnostics and Statistical Reports** – SCD collects all events and alarms from Scout Enterprise components in all sites configured on the layout tab in *Scout Manager*. SCD also collects dispatcher, endpoint, and call activity for statistical reporting.
- **Dashboard** – SCD opens to an alarm dashboard that provides at-a-glance information for new and active alarms, including alarm severity. The page also links to the Alarms webpage for easy alarm acknowledgment.

- **System View** – An enhanced System View accumulates component details by site. Clear indications show which components need attention and one click provides access to component information including alarm details and details of the component itself.
- **Central Project Deployment** – Clicking a Deploy button on the System View webpage sends new, saved configuration data from the *Scout Data Store* to the appropriate components. Visual indications show deployment progress, and data compression reduces deployment time and network bandwidth requirements.

The SCD also houses solution security settings. Administrators can manage user access profiles in the SCD, serving as a central security infrastructure. Both Scout Manager and SCD tools are secured by credentialed login to prevent unauthorized configuration changes.

SECTION 4

# STATEMENT OF WORK

This Statement of Work (together with all exhibits, the "SOW") is effective as of the date of the last signature hereto (the "Effective Date"), and is entered into by and between Avtec LLC ("Avtec") and the City of Independence in connection with Avtec's Sales Quotes (the "Sales Quotation") incorporated herein by reference. This SOW is being issued in connection with, and shall form a part of, the Master Service Agreement (the "Agreement") between Avtec and Customer which is incorporated herein by reference. Avtec and Customer may be referred to individually as "Party" and collectively as the "Parties."

## 4.1 DELIVERABLES

The Deliverables to be provided by Avtec under this SOW are set forth in the attached Sales Quotation(s). A table defining which Party has responsibility for various aspects of the Project is included herein.

## 4.2 PAYMENT AND MILESTONES

A. The Products and Services will be provided on a Fixed Price basis in accordance with the Sales Quotation. Avtec shall submit single line invoices to Customer that contain the full Product cost, shipping and applicable sales/use tax pursuant to the terms of this SOW.

B. The total price for equipment, software, Professional Services and ScoutCare, not including sales tax, is \$116,778.00 USD and shall be invoiced to Customer in accord with the following milestones:

MILESTONES
(30% of Hardware, Software, Licensing, and Shipping) Upon acceptance of Purchase Order by Avtec. Payment must be received by Avtec Net 30 days from invoice date. Dependent upon available Avtec credit.
70% of Hardware, Software, due Net 30 from invoice
(Professional Services and ScoutCare). Upon System Acceptance Net 30 days from invoice date.
<b>TOTAL</b>

1. Unless otherwise specified and agreed to in writing, Avtec will complete all deliverables not later than 120 days After Receipt of Order (ARO). Avtec deliverables (such as equipment delivery and/or performance milestones) may be accomplished prior to the ARO date, but Avtec reserves the right to schedule and complete implementation requirements and associated project deliverables up to the specified ARO date.
2. If Customer does not issue purchase orders within its ordinary course of business, signing this SOW authorizes Avtec to begin work as outlined in the Sales Quotation and in this SOW. Customer

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- represents and warrants that the total contract amount has been approved and appropriated for this project by its respective trustees, directors, and/or officers.
3. Customer’s Purchase Order must include payment milestones to be accepted by Avtec.
  4. Terms and conditions on the Purchase Order which are not included in this proposal will not become a part of the SOW.

### 4.3 PERFORMANCE PERIOD

The term of the SOW shall commence on the Effective Date and end concurrently with system Acceptance.

### 4.4 LOCATION OF SERVICES

Avtec will perform Services at Customer’s designated work site(s) as necessary to complete Services. Equipment listed in the Pricing & Equipment List will be installed and configured at the locations specified in Table 4-1.

**Table 4-1: Installation and configuration, Removal (if quoted)**

Location Site Name	Major Equipment
Independence Dispatch Center	(3) Scout Dispatch Consoles & VPGates
	(4) Outpost Plus RoIP Radio Gateways

Customer may, at any time by a written Change Order request changes to the general scope of the Services covered by this SOW (a "Change Order"). Avtec must agree to the change in scope and will provide additional pricing and quotes as necessary to meet change request. Each such Change Order shall be deemed effective only after it has been signed by both Parties and will be incorporated into this SOW.

### 4.5 SYSTEM ACCEPTANCE PROCESS

"System Acceptance" is defined as the date the Customer is deemed to have Accepted thye solution as described below.

- a. Evaluation by Customer - Upon delivery and installation of the Products, Customer and Avtec will jointly execute the test procedures outlined in the Acceptance Test Plan. Customer will make a determination as to whether the Avtec products perform in accordance with the applicable specifications of this SOW, and will, upon such determination, deliver to Avtec a Certificate of System Acceptance or a written rejection. Issuance by Customer of its written acceptance of the Products will be deemed a final acceptance of the Products. Any notice of rejection must set forth in reasonable detail the basis for the rejection. In the event of a notice of rejection, Avtec will commence to modify, replace, or correct such non-conformity so that the acceptance criteria are satisfied in accordance to the Acceptance Test Plan.
- b. Usage of Product during Acceptance Testing - During the Acceptance Testing Period customer may utilize the Product in a production environment only to the extent determined reasonably necessary by

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Avtec to assure compliance with the acceptance criteria as set forth in this SOW. If the Customer continues to use the Products in live production for a period exceeding Thirty (30) consecutive days without issuing either a Certificate of System Acceptance or a written notice of rejection to Avtec, the Products will be deemed finally accepted and full payment of any outstanding monies owed must be paid in accordance with this SOW. In the event a notice of rejection is issued by the Customer to Avtec the Acceptance Testing period shall begin again upon completion of product remediation.

- c. Warranty Period - The one (1) year warranty period begins at system acceptance or 15 months after shipment, whichever comes first,
- d. Technical Support Upon Acceptance - Avtec has agreed to provide one (1) year of ScoutCare software maintenance at no charge which starts upon Customer's signing of the Certificate of System Acceptance and ends on the same day as the one (1) year warranty period. Prior to written system acceptance, Avtec technical support shall be limited to providing telephone assistance as necessary to cause the licensed products to perform in accordance with its specifications. Customer is not entitled to bug fixes, patches, software updates, enhancements, new versions or releases until after written system acceptance and full payment of the total price stated in Section 3 of this SOW.

## 4.6 ACCEPTANCE TEST PLAN

Upon completion of the Scout system installation, a visual inspection of the installation and an Acceptance test will be performed by an Avtec representative. It shall be witnessed by an authorized Customer representative. Each portion of the Acceptance Test will be marked as either pass or fail within the reasonable discretion of a Customer representative. When a portion of the test is marked passed, it will not be tested again unless effected by software update or change, and as such, the impacted portion of the passed test will be retested unless waived (in writing) by the Customer. Failed portions will be corrected and then retested. Any failed portions that are not reasonably considered by the Customer as critical to live dispatch operations will be added to a punch list of action items to be corrected after final acceptance and will not affect Customer's signing of the Certificate of System Acceptance. Punch list action items shall be resolved to the satisfaction of the Customer within thirty (30) days of official System Acceptance. The Certificate of System Acceptance shall be executed by both Avtec and Customer upon completion of the Acceptance Test. Upon execution of the Certificate of System Acceptance, Customer agrees to pay in full any unpaid monies owed Avtec under this SOW.

## 4.7 CHANGE ORDER MANAGEMENT

Customer may, at any time by a written order, request changes to the general scope of the Services covered by this SOW (a "Change Order"). If any such change causes an increase in the costs of equipment or the time required for the performance of any part of the Services covered by this SOW, an equitable adjustment shall be made in the price, delivery schedule, or both, and the SOW shall be modified in writing accordingly. If not a Time and Materials contract, Avtec will not accept any Change Order requesting a decrease in Services after the project kickoff meeting between the Parties. Each such Change Order shall be deemed effective only after it has been signed by both Parties and will be incorporated into this SOW.

## 4.8 RESPONSIBILITY MATRIX

The following table describes the general responsibilities involved with installation and configuration.

Tasks	Avtec	Customer
<b>Avtec Dispatch Console Installation and Configuration</b>		
Schedule implementation in agreement with the Customer.	X	
Coordinate the activities of all Motorola Solutions subcontractors under this contract.	X	
Administer safe work procedures for installation.	X	
Perform the installation of the items included in project equipment list.	X	
Provide the Customer with the appropriate system interconnect specifications.	X	
Provide two seats of on-line Scout Administrator Training.	X	
Provide all buildings, equipment shelters, and towers required for system installation.		X
Ensure communications sites meet space, grounding, power, and connectivity requirements for the installation of all equipment.		X
Obtain all licensing, site access, or permitting required for project implementation.		X
Obtain frequencies for the project as required.		X
Provide required system interconnections.		X
Provide a dedicated delivery point, such as a warehouse, for receipt, inventory, and storage of equipment prior to delivery to the site(s).		X
Coordinate the activities of all other Customer vendors or contractors.		X
These responsibilities should be considered general in nature, and specific sites or custom requirements may require additional work. See Pricing & Equipment List for details.		

## 4.9 PROJECT SPECIFIC CONTRACT DOCUMENTS

No conflicting commercial terms and conditions in these documents are accepted, nor are any pre-printed purchase order terms and conditions of Customer accepted. All work will be provided in accordance with only the following contract documents (in case of conflict between the contract documents, the contract documents control in their order listed below):

- a. This SOW.
- b. Pricing and Equipment List including Notes & Assumptions.
- c. Avtec standard system documentation, including but not limited to, Project Information Questionnaire, Project Management Plan, Site Survey Report, System Design, and Final Acceptance Test Plan.

## 4.10 MASTER END USER LICENSE AGREEMENT ("MEULA")

Customer's use of any hardware or software products provided to Customer by Avtec shall be subject to the terms and conditions of the EULA incorporated. The terms of the EULA shall be effective and binding on the Parties hereto upon execution of this SOW by Customer.

## 4.11 APPROVAL

IN WITNESS WHEREOF, the Parties hereto each acting with proper authority, and intending to be legally bound, have executed this SOW.

### Customer

### Avtec LLC

\_\_\_\_\_  
Full name

\_\_\_\_\_  
Full name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

SECTION 5

# AVTEC SCOUTCARE SUPPORT PLAN

ScoutCare™ will provide ongoing post-warranty support for the Scout dispatch solution, protecting investment and lowering the total cost of ownership with software maintenance, hardware maintenance, remote support, and technical training classes. Details of Support for this Proposal are shown in the Pricing & Equipment Lists Section, and the full description of ScoutCare™ is provided at the end of this proposal.

## **Software Maintenance**

ScoutCare includes ongoing software updates to maintain and improve the console solution. These updates maintain Scout compatibility with hardware and software, protect against cybersecurity threats, add features, fix bugs, and improve diagnostics and redundancy mechanisms to proactively target potential future issues.

## **Hardware Maintenance**

Optional ScoutCare hardware maintenance provides repair and replacement for Avtec hardware products and accessories. Malfunctioning equipment will be repaired at the factory and then returned. Urgent repairs qualify for loaned Advanced Replacement components, sent with expedited shipping before malfunctioning components are processed for repair to avoid disruption from a failed component. Once the malfunctioning component is repaired, it will replace the Advanced Replacement component.

## **Remote Support**

Remote Support addresses unexpected issues, providing telephone and remote support to promptly restore solution functionality. Support engineers will be available to help troubleshoot issues and answer configuration questions during normal business hours, and provide 24/7 support to help resolve Critical Priority issues.

These support engineers are backed by a professional services team of software development and quality control engineers, to ensure that complex issues are escalated and receive careful analysis. Avtec continuously provides these teams with the latest radio systems, virtualized test environments, and training to ensure they are prepared to rapidly deliver effective support.

## **Technical Training Classes**

Annual training classes will inform administrators about new developments, and help them to optimize the Scout solution. As part of ScoutCare you will receive two seats each year to attend Scout in-person or online training. This training is focused on providing system administrators and other personnel with critical knowledge of Scout functionality. In addition, personnel will have access to Avtec Connect, a web-based information portal that provides product documentation, software release notes, training videos, and other helpful information. Additional training may be shown in the Pricing & Equipment Lists Section or can be quoted separately.

SECTION 6

# PRICING & EQUIPMENT LIST

Pricing is valid for 90 days from the date shown on the cover page. If customer modifies the scope or additional information is discovered Avtec reserves the right to modify the Terms, SOW, and/or Pricing prior to installation.

Use or disclosure of this proposal is subject to the restrictions on the cover page.



**Purchasing Contact**  
**Name:** Chief Jerry Harrison  
**Company:** City of Independence Police Department  
**Address:** 811 West Laurel  
**City, State, Zip:** Independence, KS 67301  
**Phone:** (620) 332-1700  
**Email:** [jerryh@independencesks.gov](mailto:jerryh@independencesks.gov)  
**Project Name:** City of Independence PD

**Primary Site Information**  
**Primary Site Information**

**Quote Number:** 2020-5736  
**Quote Date:** 8/19/2020  
**Quote Expiration:** 12/1/2020  
**Prepared by:** J Goforth  
**Approval Code:**  
**Mfg Rep:**

Item	Qty	Model Number	Description	Price Each (USD)	Extended Price (USD)
<b><u>Console (Operator) Position Hardware/Software</u></b>					
1	3	DSSFWSCOUTEXT1SK	Scout EX Console - Tier 1 includes a license for a Scout Enterprise Console with Software Audio Package. Includes IRR. Software Key version.	\$ 11,995.00	\$ 35,985.00
2	3	DSACCCPUPTWIN10	PC for Scout Console Packages, Dual NICs, MS Windows 10 Professional 64 bit OS	\$ 1,825.00	\$ 5,475.00
3	1	DSACCLED20WS	LED DISPLAY, 20" WIDESCREEEN VGA INPUT (NON-TOUCH)	\$ 264.00	\$ 264.00
4	3	DSACCUSBSPK2	Avtec USB dual speaker kit for software console	\$ 808.00	\$ 2,424.00
5	3	DSACCUSBFWSWSING	USB PTT Footswitch Accessory Software Media Workstation	\$ 301.00	\$ 903.00
6	3	DSACCUSBMIC	Avtec USB Desk Mic for software console.	\$ 865.00	\$ 2,595.00
7	3	DSUSBHUB10	10 Port USB Hub, USB 3.0	\$ 75.00	\$ 225.00
8	3	DSACCUSBMIC	Avtec USB Desk Mic for software console.	\$ 617.00	\$ 1,851.00
<b>Console Equipment Subtotal</b>					<b>\$ 49,722.00</b>
<b><u>Gateways and Endpoint Hardware/Software</u></b>					
9	1	DSSFVWPGL0SK	Redundant VPGate Software License for a maximum of 24 endpoints; up to 12 may be "B" Licenses. Software license version.	\$ 8,287.00	\$ 8,287.00
10	2	DSACCCPURMWIN10	Rackmount 1U Industrial PC w/ SS HDD and Windows 10 OS for VPGate/ARC (Silicon Mechanics)	\$ 5,043.00	\$ 10,086.00
11	2	DSACC-MTG-1U-RR	Kit to rack mount PS-12V-3BAY-AC , ACC-CPU-RM-2012 or -WIN7 in 19" relay rack. 1U high.	\$ 233.00	\$ 466.00
12	1	DSACCNETWK24PSFP	24 PORT MANAGED ETHERNET SWITCH	\$ 2,482.00	\$ 2,482.00
13	3	DSOUTPOSTPLUS-4R	OUTPOSTPLUS RADIO GATEWAY, VOIP, 4 PORT, POE	\$ 3,975.00	\$ 11,925.00
14	1	DSOUTPOSTPLUS-2R	OUTPOSTPLUS RADIO GATEWAY, VOIP, 2 PORT, POE	\$ 2,275.00	\$ 2,275.00
15	13	DSOUTPOSTPLUSXPR5000	MOTOTRBO Control Station Kit for Capacity Max, Connect Plus, Multi-Site Capacity Plus, Capacity Plus, or IP Site Connect. Requires DSOUTPOST-2R and DSACCUSBIP2	\$ 1,031.00	\$ 13,403.00
<b>Gateway &amp; Endpoint Equipment Subtotal:</b>					<b>\$ 48,924.00</b>

**Racking Equipment**

16	2	OUTPOSTPLUS-SHELF	OUTPOSTPLUS RACKMOUNTSHELF (HOLDS 2 UNITS)	\$	200.00	\$	400.00
17	1	DSDISP-KVM-FF-RR	1U LCD Folding Display, for Relay Rack. Includes Keyboard with trackpad and 8-port KVM	\$	3,073.00	\$	3,073.00
18	1	DSRR-72-38U	TWO-POST RELAY RACK IN CLEAR ALUMINUM FINISH, 72 INCHES IN HEIGHT, 38U	\$	679.00	\$	679.00
19	1	OUTPOSTPLUS-CFG	Configuration software (1 per customer)	\$	200.00	\$	200.00
20	4	OUTPOSTPLUS-PS-NA	OUTPOSTPLUS POWER SUPPLY,NORTH AMERICA	\$	100.00	\$	400.00

**Racking Equipment Subtotal: \$ 4,752.00**

**Radio Equipment**

21	8	XPR5550e VHF Mobile Radio	Radio including Compact Microphone, Low Profile Bracket, 5 Year Essential Repair and Software	\$	864.58	\$	6,916.64
22	5	XPR5550e UHF Mobile Radio	Radio including Compact Microphone, Low Profile Bracket, 5 Year Essential Repair and Software	\$	905.08	\$	4,525.40
23	13	Power Supply and Cables for XPR5550e Control Stations	Radio Power Supply and cables	\$	279.45	\$	3,632.85
24	5	UHF Programming	Build and Program UHF Template into mobile radios	\$	45.00	\$	225.00
25	8	VHF Programming	Build and Program VHF Template into mobile radios	\$	45.00	\$	360.00
26	2	UHF Antenna	Radio Antenna including coax and mounting	\$	2,000.00	\$	4,000.00
27	1	Miscellaneous Parts for Install	Parts required for Install	\$	2,000.00	\$	2,000.00

**Racking Equipment Subtotal: \$ 21,659.89**

**Console Equipment, Software, & Licensing Total: \$ 125,057.89**

**ScoutCare Software and Hardware Maintenance**

**Year 1 ScoutCare and Hardware Maintenance Discounted 100%**

28		DSSCOUTCARE	Includes no charge software maintenance, 24/7/365 Technical Support, and Web Portal Access.	\$	10,041.55		<b>\$0.00</b>
29		DSHARDWARE	ScoutCare Hardware Option: Annual Extended Maintenance Program for hardware repairs. ScoutCare is a prerequisite for the Hardware Option to become effective.	\$	5,238.95		<b>\$0.00</b>

**Year 1 Maintenance & Support Subtotal: \$ -**

**Shipping, Handling, and Insurance**

30	0	DSAVTECSHIP	Lump sum packaging, shipping, and insurance FOB Origin			Prepay and Add	Prepay and Add
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**Professional Services and Expenses**

31	0	DSCLS-SCOUT-MAINT	4 DAY SCOUT TRAINING CLASS PER PERSON (AVTEC HQ)	\$	2,500.00	\$	-
32	8	DSSVC-CSLT-PE	AVTEC PROFESSIONAL CONSULTATION SERVICES, ONE DAY	\$	1,250.00	\$	10,000.00
33	1	DSAIRFARE	AIRFARE FOR SERVICES	\$	1,555.00	\$	1,555.00

34 5 DSPERDIEM DAILY ALLOWANCE FOR EXPENSES \$ 365.00 \$ 1,825.00

Shipping & Professional Services Subtotal: \$ 13,380.00

		Extended Price
Total (USD)	\$	138,437.89
Kansas State Contract Discount (28440)	\$	20,765.68
Total w/ Discount (USD)	\$	117,672.21

Years 2-5	QTY					
<b><u>Additional ScoutCare Software and Hardware Maintenance. Up to 4 additional years may be purchased with no escalation. (see note 6)</u></b>						
0	10042	DSSCOUTCARE	Years 2-5, Includes no charge software maintenance, 24/7/365 Technical Support, and Web Portal Access.	\$	1.00	\$ -
0	10042	DSSCOUTCARE	Years 2-5, Includes no charge software maintenance, 24/7/365 Technical Support, and Web Portal Access.	\$	1.00	\$ -
0	10042	DSSCOUTCARE	Years 2-5, Includes no charge software maintenance, 24/7/365 Technical Support, and Web Portal Access.	\$	1.00	\$ -
0	10042	DSSCOUTCARE	Years 2-5, Includes no charge software maintenance, 24/7/365 Technical Support, and Web Portal Access.	\$	1.00	\$ -
0	5239	DSHARDWARE	ScoutCare Hardware Option: Annual Extended Maintenance Program for hardware repairs. ScoutCare is a prerequisite for the Hardware Option to become effective.	\$	1.00	\$ -
0	5239	DSHARDWARE	ScoutCare Hardware Option: Annual Extended Maintenance Program for hardware repairs. ScoutCare is a prerequisite for the Hardware Option to become effective.	\$	1.00	\$ -
0	5239	DSHARDWARE	ScoutCare Hardware Option: Annual Extended Maintenance Program for hardware repairs. ScoutCare is a prerequisite for the Hardware Option to become effective.	\$	1.00	\$ -
0	5239	DSHARDWARE	ScoutCare Hardware Option: Annual Extended Maintenance Program for hardware repairs. ScoutCare is a prerequisite for the Hardware Option to become effective.	\$	1.00	\$ -

Extended Maintenance & Support Total: \$ -

Total including Extended Maintenance & Support (USD): \$ 138,437.89

- The attached Quotation is valid only as part of a Statement of Work prepared in connection with a fully executed agreement between Avtec and Channel Partner.
- A Statement of Work is not required in order to execute the above quotation.
- Budgetary Quote. Prices are approximate estimates for preliminary planning purposes only. As such, pricing shown is non-binding.

**Commercial Terms and Conditions of Offer**

- 1 This proposal is based on the requirements provided by the customer. We reserve the right to correct mathematical or other errors in the
- 2 Execution of a Statement of Work (SOW) is required prior to order acceptance, except for product purchases without services that are purchased
- 3 Change Orders must be processed for additional out-of-scope material and labor, or other required deviations from quotation.

- 4 All quotations purchased under NASPO ValuePoint, GSA, or other Master Supply Agreement are subject to the applicable contract's terms and  
5 NASPO ValuePoint quotations that include Avtec on-site services include 2 labor days per person/per trip for travel to and from the site of  
6 For any quotations specifying "Prepaid & Add" (PPD&ADD), Avtec pays the transportation charges and adds the charges to the invoice for

#### **Taxes, Credit, Warranty, ScoutCare Pricing and Returns**

- 1 All sales/use taxes and duties are the responsibility of the customer. quoted prices are exclusive of sales and use taxes.
- 2 Customer must self-remit use taxes and duties to the proper authorities, excepting Avtec will assess and remit sales and use taxes for Customer's convenience in the following states: CA, LA, MN, SC, TX, and WA, unless a valid exemption certificate is provided in a timely fashion.
- 3 Where the Customer is required to withhold taxes and duties from payments to Avtec, the Customer is responsible to notify Avtec and to work with Avtec to define method of tax and duty representation on the quote.
- 4 If outstanding payments are past due, no additional credit or services will be extended to the Customer until all past due amounts have been received in full.
- 5 Avtec products include a 1 year hardware and software warranty as well as 1 year of ScoutCare maintenance. ScoutCare starts at system acceptance when Avtec performs implementation services, or 90 days after shipment if customer performs implementation services. See warranty terms for more details.
- 6 ScoutCare pricing on this quotation will be honored as a multi-year contractual commitment (up to 4 years from warranty expiration) when executed as part of the original system purchase. The cost for additional years is not included in the Grand Total. Payment may be made at time of initial sale, or annually prior to the expiration of each coverage period. ScoutCare is non-cancellable.
- 7 Hardware returned for reasons other than defects incur a 25% restocking fee. Returned items must be in unused condition and in original packaging. customer is responsible for return shipping, insurance, and transport charges. Software licenses can only be returned if determined to be materially defective under the terms of the license agreement.
- 8 Products added to existing Scout systems not covered by a ScoutCare Maintenance program are ineligible for software defect fixes and updates and may only operate under the existing Scout system software version.

#### **Notes and Design Assumptions**

- 1 The Customer accepts responsibility to procure, configure, install, terminate, and test all networking infrastructure to meet the supplied Scout specifications, unless otherwise stated in the Scope of Work.
- 2 This system has been configured for IP recording only. In the event analog recording is desired, additional Outpost gateways may be required.
- 3 Scout supports multiple vendors' radio, telephony, and logging recorder systems via a direct IP interface, with varying capabilities. See [www.avtecinc.com/scout/integration](http://www.avtecinc.com/scout/integration) for more information.

#### **Payment Terms**

Payment Milestones shall be based upon the following schedule:  
Payment due Net 30 from receipt of goods.

***Customer shall pay all amounts due Avtec under this Agreement without deduction or offset in United States dollars by either (i) direct transfer of immediately available funds to Avtec's bank account designated by Avtec from time to time, or (ii) by delivery to Avtec of***

SECTION 7

# SCOUTCARE MAINTENANCE & SUPPORT

## *TERMS AND CONDITIONS FOR END USERS*

Avtec LLC is a leading U.S. provider of advanced dispatch solutions for public safety and commercial customers, and is a wholly owned subsidiary of Motorola Solutions, Inc. As part of the Motorola Solutions portfolio Avtec offers dispatch solutions allowing customers can maximize their integration options to a wide variety of platforms. Avtec also continues to offer dispatch solutions for a number of radio network vendors.

## DEFINITIONS

**“Controlled Deployment”** means a confidential and limited release of Software to particular customer(s) for testing and evaluation purposes.

**“Defect”** means a failure of Software to operate substantially in accordance with Avtec’s written Specifications for such Software; provided, that (a) any such failure is reproducible by Avtec under Avtec’s customary testing procedures; (b) the failure results in substantial degradation of customer’s system so that normal operations are not possible, or that the system works, but with limitations outside the scope of Specifications; and (c) such failure is reported to Avtec in writing within the applicable warranty period. Avtec does not warrant that the Software will perform without error or that it will run without immaterial interruption. Minor problems or bugs which do not limit operations are not Defects.

**“General Commercial Availability (“GCA”)** means the release date that the Software is made available for commercial sale to the public following Avtec’s determination that the Software has proven to be reliable, free of critical bugs, and is suitable for usage in a production environment. Each GCA release date will be documented and made available from Avtec.

**“Maintenance”** means a fee based program for servicing of the Software by way of Minor Releases, Major Releases and Updates to correct Defects, to improve the functionality of the Software, and to extend the software life cycle by assuring that Software remains compatible with the operating system and other related technologies. Maintenance shall be available for all periods where customer opts to purchase ScoutCare coverage.

**“Maintenance Availability”** means that Maintenance shall be available for all periods when customer is covered by ScoutCare and shall receive Major Releases, Minor Releases and Patches at no cost.

**“Major Release”** means a Software distribution by Avtec that includes significant improvements in the functionality or performance of the Product, and or adds new features which are made GCA for sale to the public. Typically, Avtec distributes 2 Major Releases per calendar year. Avtec shall provide support for the current release and the prior 2 versions of the Software. Typically, the first two numbers in the

Version indicate the Major Release in the designation of the Product. For example: V4.5 and V4.6 are both Major Releases.

**“Minor Release”** means a Software distribution by Avtec that contains changes that correct Defects or make minor improvements in the functionality of the Product, which is GCA for sale to the public. Typically, the last number to the right of the decimal indicates as a Minor Release in the designation of the Product, with changes in the positional notation indicating order and importance. For example: V4.5.10 to V4.5.11.

**“Patch”** means a type of Minor Release intended to correct Defects. Because a Patch is not intended to make incremental or major improvement to the Product, it is not categorized as a Minor Release or a Major Release. Avtec will include the term “Patch” in the GCA release documentation.

**“Product(s)”** means any hardware (and related parts and supplies) or Avtec’s computer software programs specified in a product schedule. Product shall also include each and every Major Release, Minor Release, or Patch available from Avtec during the term of each Maintenance and Support period.

**“ScoutCare”** means Avtec’s Software Maintenance and Support for licensed Software as described herein.

**“Software”** means all Avtec owned or sublicensed software, computer programs, documentation, and applications for which licenses are available to be purchased, as may be described in a separate Product schedule, including, without limitation, software imbedded in any equipment or goods, software programs provided on a stand-alone basis, and any Major Release, Minor Release, or Patch.

**“Specifications”** means the Specifications for a Product or Service set forth in Avtec’s most recent user documentation or other published Specifications for such Product or Service, except when superseded by Specifications in an approved SOW.

**“Support”** means that Avtec will provide direct access via reasonable telephone and email to experienced and knowledgeable support personnel for advice and counsel on Customer’s use of the Software. Support services shall be provided to Customer’s Tier 1 support personnel (**“Support Representatives”**), who have completed Avtec’s system administrative training class, and shall be reasonably competent in the use and operation of Avtec’s products. Only Support Representatives will contact Avtec for Support purposes. Avtec will make all commercially reasonable efforts to address the problem identified by the Support Representatives.

**“Warranty” as to Products.** The warranty period applicable to a Product (hardware or Software) installed by Customer 15 months following the date on which the Product is shipped by Avtec to Customer. Unless otherwise stated in a SOW, the warranty period applicable to a Product installed by Avtec at Customer’s site is one (1) year following the date on which installation commences. Customer agrees that time is of the essence with respect to this warranty period and Avtec shall have no obligation to accept returns for any reason following expiration of the warranty period. During the Warranty period, Avtec technical support shall be limited to providing telephone assistance as necessary to cause the licensed Products to perform in accordance with its Specifications.

**“Version”** means the distribution of licensed Software by Avtec such that ongoing changes made to such Product are designated usually in the form of a Major Release or a Minor Release or a Patch.

## ScoutCare™ Maintenance & Support Terms

### Software Maintenance and Support Services.

1. In consideration of fees, Avtec shall make available to Customer for each Scout system covered by this Agreement the following services during the Term, which are further described in Appendix A attached hereto (the “Services”).
  - a. Major Releases, Minor Releases, and Patches.
  - b. Telephone support during support hours for consultation and problem resolution. Support hours are 8AM to 7PM EST, excluding Avtec holidays (as set forth in Appendix A), and telephone support shall be toll free in the United States and Canada.
  - c. Telephone Critical Priority support for serious system problems outside of support hours (24x7x365).
  - d. Secure access to an online customer portal to access information resources for Avtec Products.
  - e. Remote upgrade assistance provided to Tier 1 Support Representative. Optional on-site assistance is available at additional cost.
  - f. Scout Administrative Training Class (online or at Avtec Headquarters) for two (2) individuals identified by Customer plus one (1) additional individual per \$50,000 per year in ScoutCare revenue. Classes will be scheduled at mutually agreed times. Customer is responsible for travel expenses. Two (2) Scout Administration Classes can be traded for one (1) Scout Advanced class.
2. **ScoutCare Software Maintenance Fee.** Customer shall pay Avtec an annual fee based on a percentage of price of software licenses.
  - a. The fee shall include pro-rated amounts for additional licenses added to the system during the prior year, calculated from the warranty expiration date to the expiration of the ScoutCare term, to align all renewal dates.
  - b. Avtec reserves the right to increase the rate payable on an annual basis.
3. **ScoutCare Hardware Maintenance OPTION.** ScoutCare Software Maintenance customers may also purchase a hardware maintenance option. Hardware Maintenance is only available with purchase of ScoutCare Software Maintenance.
  - a. Hardware Maintenance fees shall be quoted based on hardware purchased.
  - b. Avtec will, at its option, attempt to repair a defective product or component, or replace the item with a like or similar component at no cost to the customer exclusive of shipping to Avtec’s headquarters. Only defects occurring under normal use and service will be covered. Replacement components may be new or reconditioned.
  - c. Due to product changes, component obsolescence, and parts availability, Avtec cannot always guarantee an exact form, fit, and function replacement component for the defective item. Avtec will make every effort to avoid or minimize the impact of such situations, but is only obligated to replace or repair the defective item. All replaced items become the property of Avtec.
  - d. Equipment must be returned via Avtec’s Return Merchandise Authorization (“RMA”) program and identified as covered under ScoutCare hardware maintenance. Avtec will check all serial numbers of returned equipment against serial numbers covered by ScoutCare.
  - e. Firmware and hardware update modifications will be applied to returned items as needed, at Avtec’s discretion.

**4. Term and Termination.**

- a. For a (1) year ScoutCare Contract - The term of the Agreement shall be one (1) year and will be eligible for renewal at then current rates. This Agreement may be canceled by either Party giving the other a minimum of ninety (90) days written notice of cancellation, but this Agreement shall remain in full force and effect during said notice period. In addition, if either Party breaches this Agreement and such breach remains uncured more than thirty (30) days after written notice of breach is given to the breaching Party, the other Party may terminate the Agreement immediately by written notice to the breaching Party. If Avtec breaches the agreement, a pro-rated refund will be provided for the remaining period.
- b. For a multi-year ScoutCare Contract - The term of the Agreement shall be (X) years and will be eligible for renewal at then current rates. Cancellation of this agreement can be negotiated with the Avtec legal team, but will be subject to penalties and fees.

**5. ScoutCare Lapse and Reinstatement Fee.** Customers who allow Software Maintenance lapse must purchase ScoutCare coverage calculated from the original renewal date to present (the lapsed fee), plus a minimum of 12 months. In addition, if the lapse is longer than 30 days, an additional fee equal to twenty-five percent (25%) of the lapsed fee is required to reinstate ScoutCare.

**6. Exclusions**

- a. ScoutCare does not provide for the cost of personal computer or server operating system upgrades or updates, or maintenance on other third-party products supplied by Avtec, unless explicitly quoted by Avtec.
- b. Avtec ScoutCare does not cover issues related to third-party equipment, software, and their configuration provided by others. This includes customer's network infrastructure, customer supplied computers, software applications, radio/telephony systems and accessories not provided by Avtec.
- c. Hardware Maintenance includes only items supplied by Avtec and does not cover theft, accidental or intentional physical damage, flooding, condensation, mold, lightning and electrical surges, spilled liquids, misuse, abuse, products with missing or altered serial numbers, or damage caused by unqualified repair personnel.

**7. Third Party Device Support.** Avtec does not provide support for third party hardware and software that is not supplied by Avtec as a part of the console system.

**8. Eligibility for New Releases.** In the event Customer chooses not to install a newer Version of the Software made available to Customer during the term of its ScoutCare, Customer shall maintain licensing rights to use any Version of the Software with a GCA release date prior to expiration of its ScoutCare coverage.

**9. Warranty Disclaimer.** NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, AVTEC MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND AS TO ANY SERVICE PROVIDED HEREUNDER. AVTEC HEREBY DISCLAIMS ALL IMPLIED WARRANTIES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

- 10. Limitation of Liability and Remedies.** THE LIABILITY OF AVTEC ARISING OUT OF OR RELATING TO SCOUTCARE OR ANY SERVICES PROVIDED BY AVTEC UNDER OR IN CONNECTION WITH SCOUTCARE SHALL BE LIMITED TO THE ACTUAL AMOUNTS PAID TO AVTEC FOR SOFTWARE MAINTENANCE, AND THE SOLE REMEDY OF CUSTOMER OR OTHER CLAIMANT AGAINST AVTEC SHALL BE TO RECOVER SUCH AMOUNTS, UPON PAYMENT OF WHICH AVTEC SHALL BE RELEASED FROM ALL FURTHER OBLIGATION AND LIABILITY TO CUSTOMER OR SUCH OTHER CLAIMANT. IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR PUNITIVE DAMAGES, OR DAMAGES FOR LOST PROFITS, OR ANY INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND, EVEN IF SUCH PARTY IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

## Avtec ScoutCare™ Maintenance and Support Services

### Software Maintenance

A primary benefit of ScoutCare is its provision for software maintenance, which falls into four categories:

1. **Adaptive** – modifying the software to cope with changes in operating systems, hardware platforms, and integrations to external systems. Console systems integrate many third-party systems and components, most of which include complex software. As these change over time, compatibility modifications and regression testing are mandatory. Security vulnerabilities also must be addressed as discovered. Adaptive software maintenance provides compatibility with the latest versions of Windows, radio and telephone systems.
2. **Perfective** – implementing functional enhancements to the software. Examples are new user interface features, connectivity, and improvement in management tools.
3. **Corrective** – diagnosing and fixing errors. No system is perfect, so issues are resolved on a priority basis. Patches are occasionally released if a high impact/high urgency issue emerges, while errors with workarounds are fixed in Minor Releases or Major Releases.
4. **Preventive** – increasing software maintainability or reliability to prevent future problems. Better diagnostics, improvements in redundancy mechanisms, and better error handling of user input are some examples of preventative software maintenance.

New Versions with new capabilities are released several times a year with Patches released from time to time to address specific issues. Avtec console systems covered by a ScoutCare agreement are entitled to use newer versions of their existing software licenses released during the ScoutCare term. Both application Software and any required firmware updates for Avtec Products are included.

### Remote Support

Avtec maintains a team of Support engineers for telephone and remote support of Avtec systems. They can answer questions on configuration and help troubleshoot issues during business hours, and are also available 24-hours x 365 for Critical Priority support. Avtec systems are mission/business critical to our customers and integrate into complex IP environments, so Avtec takes support seriously. Avtec's Maintenance and Support program is staffed with a team of professionals that are involved in system implementations, project management, training and customer support. They are backed by a professional services team of software development and quality control engineers, to ensure complex escalated issues receive careful analysis. Avtec continuously provides these teams with the latest radio systems, virtualized test environments, and training to ensure both capability and capacity for proper Support delivery.

### Technical Training Classes

ScoutCare provides training online or at Avtec's South Carolina headquarters for technical staff. This training is aimed at the System Administrator level and is based on the latest version of software. Tuition is waived for two persons (or 1 person in the Advanced Class). Additional personnel may attend at Avtec's normal rates. (Travel and daily expenses are not included.)

## Option for Hardware Maintenance

Avtec or its approved Dealer may offer a Hardware Maintenance option to provide repairs or replacements on hardware products and accessories. After requesting an RMA number, items are shipped at customer expense to Avtec's factory for repair and testing. Items are returned with pre-paid standard ground shipping and with at least 90 days' coverage, which may extend beyond the expiration of your ScoutCare Hardware agreement.

Because ScoutCare Hardware Maintenance customers may need a particular item returned faster, we also offer an expedited shipping service. Expedited shipping service may be requested on a case-by-case basis and does not affect the rate paid for Hardware option services. Urgent repairs qualify for Advanced Replacement (loaner) components and expedited shipping. Advanced Replacement starts when you place a RMA order, which may be performed via phone, and you need a part shipped immediately while your original part is being processed for repair. Advanced Replacement items will be shipped via overnight (next business day), early a.m., delivery to minimize the impact on your business. Customers are expected to return the failed part immediately for repair processing. The customer will not pay the expedited shipping charge as long as the Advanced Replacement item is returned within 30 calendar days of receiving the repaired item. Items not returned within the 30-day period will be invoiced at the prevailing retail rate. A purchase order or credit card will be requested before issuing the invoice, however if this is not obtained, the invoice will be generated and the account will be placed on credit hold until paid.

Customers not covered by ScoutCare Hardware Maintenance are ineligible for Advanced Replacement parts. Customers on a demand service will need to submit a P.O. or credit card to for repair under RMA, or purchase replacement parts needed overnight, loaners are not available. Those parts will carry a 90-day warranty from date of shipment, for Avtec manufactured products. "Third party equipment" may require additional time to process. Replaced items will be warrantied for 90 Days from ship date, or will be included in the Hardware Maintenance program, whichever is longer.

## Customer Responsibilities

- Customer will be responsible to designate an on-site technical support person (Customer employee or Avtec) with current (within three years) training certification on the Avtec system. That person(s) will be responsible to communicate and work toward problem resolution with the Avtec Technical Support Team.
- Customer will have adequate supply of critical spare parts as recommended by Avtec.
- It is recommended when practical that customer maintain a lab/demo system to support familiarization and piloting of new software releases prior to installation on a production system.
- Upon request by Avtec, customer will provide Avtec with remote access into the system in order for Avtec to troubleshoot issues.
- Upon notice from Avtec of a new version release, customer will be responsible for downloading the release within the term of this ScoutCare Maintenance Agreement. The Parties agree that email notice will meet this requirement.
- Avtec or our Authorized Dealer will install and configure the proposed equipment. Unless stated otherwise herein customer will assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not shown in the Pricing & Equipment List and/or is not provided by Avtec.

## Tier-1 Maintenance Expectations for End-User Customers or Local Service Provider

Tier-1 trained technical resources at customer site locations are critical to properly evaluate communication system issues, to complete “first look” maintenance actions, and to maintain the high operational availability of communication systems and capabilities. To meet this need, Avtec provides dispatcher and system administrator training for all dispatch console end-user customers and/or their Tier-1 local support providers. Avtec customers on ScoutCare™, our Software Maintenance Program, are also entitled to recurring system administrator training at our Lexington, SC HQ facility.

At Avtec, we service what we sell, and we’re available 7x24x365 to provide support for all of our customers with systems under warranty, and for customers on ScoutCare™. Our Tier-2 support, (expert second level), is remote, and is reliant on Tier 1 input and feedback from knowledgeable and trained resources at or near the customer locations.

In the event a customer cannot commit their own resources, or local service provider resources, for training and maintenance support, Avtec can provide pricing for Tier-1 local/on-site support via Avtec employees or through our network of partners. Regardless of the resource designated to provide Tier-1 support, Avtec enables local support resources to perform the following functions:

1. Attend system administrator training.
  - a. Access the Avtec Customer Portal for technical documentation.
2. Act as the primary liaison with Avtec Customer Support (CS) for all Avtec dispatch console technical matters.
3. Perform “first look” maintenance for any suspected dispatch console related issues. First look, or Tier- 1 maintenance expectations include:
  - a. Respond to initial dispatcher requests for technical support.
    - i. Perform preliminary fault isolation. Eliminate the customer network, PBX, radios, recorders, or other third party peripherals as a source of the issue.
    - ii. Ensure the IP network (routers, switches, hubs, protocol changers, etc.) and cabling that interconnects with the dispatch console system components are functional.
    - iii. Verify unicast and multicast traffic flow.
  - b. Determine whether or not the issue with the dispatch console can be resolved at Tier-1 or if it should be escalated for Tier-2 support from Avtec CS engineers.
  - c. Open and track Tier-2 tickets with Avtec CS.
  - d. Coordinate all Avtec Tier-2 maintenance activity with local site end-users.
  - e. Complete any locally required maintenance tasks under the direction of Avtec CS Tier-2 engineering.
  - f. Perform all local moves, additions, and changes (basic system administrator actions).
  - g. Perform console, VPGate, Frontier resets.
  - h. Verify Avtec Scout, VPGate, and Frontier configurations and settings.
  - i. Record fault data.
    - i. Indications (i.e., no PTT, no TX or RX, console locked up).
    - ii. Date and Time.
    - iii. Impact/Severity of Outage.
    - iv. Collect and upload Log files as needed to the Avtec FTP server.
    - v. Network packet capture (PCAPS) from consoles and VPGate.

- j. Implement SW patches and/or upgrades. Follow Tier-2 engineering instruction/direction for SW patching and/or upgrade.
- k. Physical HW replacement in the event of failure.
- l. Training of new end-users after preliminary training by Avtec has been provided.
- m. Maintain records of system design and layout, including IP addresses and Hostnames (where possible); provide this data to Avtec as needed for Tier-2 support.
- n. Utilize the “Scout Issue Resolution Checklist” (provided separately) to assist Tier-2 engineers with fault isolation and resolution.

Avtec engineering resources are available to support our customers pursuant to the Service Level Agreement (SLA) detailed in our basic contract and/or ScoutCare agreement. Locally (trained) technical resources will help facilitate rapid resolution of issues, and ensure high system availability.

If there are any questions regarding Tier-1 or Tier 2 support, please contact Abe Gibson, Director of Customer Success at +1.803.358.3312.

### **Avtec Responsibilities**

Services to be provided for customer under the ScoutCare program:

1. Avtec will provide remote Technical Support (described below) for customer during Avtec’s normal Operating hours (defined below).
2. Avtec will provide remote Technical Support for customer for Critical Priority issues (defined below), at any time.
3. Avtec will provide hardware replacement service (RMA Support) for customer during Avtec’s normal Operating hours (defined below).
4. RMA repair request is made from customer; RMA is processed within 4 business hours of form submission.
5. RMA advance replacement request is made from customer; form complete and RMA is processed within 2 hours.
6. 90% of the calls will be responded to within 60 seconds during Avtec business hours.
7. 90% of calls will be responded to within 180 seconds after business hours and on weekends.
8. Each Support call will be logged and assigned a priority status of Critical, Urgent, or Normal. The following section lists responses based on each priority.

### Avtec Responses by Priority Status

<b>Priority:</b>	<b>Critical</b>
<b>Definition</b>	Customer's system is substantially degraded and normal operations are not possible.
<b>Response Time</b>	30 Minutes
<b>Resolution Commitment</b>	Issue will be worked continuously until resolution
<b>Escalation Process</b>	If Customer Support Team is unable to resolve within 1 hour they will escalate to the appropriate member of the engineering team. Escalation to Management Team in 2 hours if issue is still unresolved. A determination of additional resources will be made at that time. Update to customer will be made every 2 hours until resolution.
<b>Call Closure Requirement</b>	Call will be closed when system is running without impact for 48 hours and customer is satisfied with resolution.

<b>Priority:</b>	<b>Urgent</b>
<b>Definition</b>	Limited operational impact, able to work but with limitations
<b>Response Time</b>	60 Minutes
<b>Resolution</b>	Issue will be worked on a priority basis

<b>Priority:</b>	<b>Normal</b>
<b>Definition</b>	No impact to business, questions or informational
<b>Response Time</b>	1 Business Day
<b>Resolution Commitment</b>	Issue will be queued for resolution based on workload and other priority cases.
<b>Escalation Process</b>	If Customer Support Team is unable to resolve within 5 business days they will escalate to the appropriate member of the engineering team. Escalation to Management Team in 10 business days if issue is still unresolved. A determination of additional resources and time frame of resolution will be made at that time.

<b>Call Closure Requirement</b>	Call will be closed when customer accepts resolution.
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### Contacts & Operating Hours

#### Contact Phone Numbers & Email

- +1.803.358.3601 (Toll-free for US and Canada)
- +1.800.545.3034

Use or disclosure of this proposal is subject to the restrictions on the cover page.

- [CustomerSupport@avtecinc.com](mailto:CustomerSupport@avtecinc.com)
- [RMARRequest@avtecinc.com](mailto:RMARRequest@avtecinc.com)

### **Location of Service Delivery**

- 100 Innovation Place, Lexington, SC 29072 USA

### **Hours of Operation**

- Business hours support: Monday – Friday 8:00 AM– 7:00 PM EST
- After hours Critical Priority support: Monday – Friday 7:01 PM – 7:59 AM EST, 24-hour coverage Saturday, Sunday and Holidays

### **Avtec Holiday List**

New Year’s Day	Thanksgiving Day
Martin Luther King Day	Day after Thanksgiving day
Memorial Day	Day after Thanksgiving day
July 4th	Christmas Eve
Labor Day	Christmas Day

### **Escalation Contacts**

Additional assistance is available to ScoutCare Customers via Avtec’s escalation process. In the event a ScoutCare customer is not satisfied with the support we are providing or have provided, has questions regarding our support process, or wishes to discuss and obtain additional assistance, the following from the Services & Solutions Management team are available to support you:

Nathan Hooks, Customer Support Manager

Direct Dial: +1.803.358.3433

Email: [nhooks@avtecinc.com](mailto:nhooks@avtecinc.com)

Escalation emails will be answered within one business day; escalation phone calls and/or messages will be responded to within 30 minutes.

For any customer matter that cannot be resolved by the Customer Support team or by Customer Support Managers please contact:

Abe Gibson, Director of Customer Success

Phone: +1.803.358.3412

Email: [agibson@avtecinc.com](mailto:agibson@avtecinc.com)