

Acknowledgement

Customer:	City of Kingsport for its Kingsport City Schools
Location:	400 Clinchfield Street, Ste. 200, Kingsport, TN 37660
Project:	Centegix Safety Platform Deployment
Customer Purchase Order Number:	

Customer acknowledges and agrees that its use of the CrisisAlert Equipment and Software is subject to the terms located here: <https://www.centegix.com/legal-tc2/>.

END CUSTOMER & CENTEGIX RESPONSIBILITIES

Project Planning	
CUSTOMER	<ul style="list-style-type: none"> Designate a core team that has primary responsibility for overseeing the CENTEGIX Safety Platform™ implementation, policy, and all communication. Provide a detailed map of each site (as outlined in the Safety Blueprint section below) showing all buildings and rooms where the Safety Platform will be installed. Be responsible for distributing all badges, which are delivered to a central location, to the individual site locations.
CENTEGIX	<ul style="list-style-type: none"> Provide an install schedule for each solution for all site locations provided that all maps have been loaded to the application and approved/signed off by the customer. The schedule is subject to change. Customer will accommodate adjustments for the project to remain on track.

Gateway	
CUSTOMER	<ul style="list-style-type: none"> Provides network information for the CrisisAlert Gateway(s) to be configured. If required, two (2) Power-Over-Ethernet (POE) drops at exterior locations defined by CENTEGIX. Connecting the Gateway(s) that CENTEGIX will monitor.

CENTEGIX	<ul style="list-style-type: none"> ● All gateways/wireless back-up equipment must be installed and confirmed online by the CENTEGIX Command Center for all locations before a target install date for the rest of the solution can be confirmed.
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Visitor Management (if applicable)	
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CUSTOMER	<ul style="list-style-type: none"> ● Purchases or provides compatible scanner(s), printer(s), and consumables for use at entry points and all computers on which the system will be used. ● Provide network information for the Visitor Management System to be connected. ● Maintain computers and all other peripherals. Computers will need to be connected to either the WiFi or network before installation. ● Perform all required OS, driver, and browser updates for all computers, scanners, and printers used with Visitor management.
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Safety Blueprint	
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CUSTOMER	<ul style="list-style-type: none"> ● Provide scaled floor plan drawings of the facility buildings to be mapped in Safety Blueprint in either a PDF or DWG format. Drawings must include rooms, walls, and doors. Drawings with room numbers labeled are highly preferred. ● Provide an assets list to identify on the Safety Blueprint map, if purchased. ● Verifying the accuracy of the Safety Blueprint map including the final floor plan drawings and asset locations.
CENTEGIX	<ul style="list-style-type: none"> ● Review the customer's submitted floorplan drawings for approval and render the floorplans in Blueprint.

Intercom Integration (if applicable)	
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CUSTOMER	<ul style="list-style-type: none"> ● Customer and its third-party intercom provider(s) are responsible for the operation of the intercom system(s). ● Provide a site-specific URL or other API for each message for sites that have IP-based intercom systems with virtual triggers. ● Provide network information for the CrisisAlert Intercom Integration Device to be programmed. Customer will ensure its intercom system(s) is/are connected to the device.
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Additional 3 rd Party Software Integration (if applicable)	
CUSTOMER	<ul style="list-style-type: none"> • Customer and its third-party software provider(s) are responsible for the operation of the additional software capabilities. • Provide a site-specific URL or other API for sites that have 3rd party software integrations that CENTEGIX supports.
CENTEGIX	<ul style="list-style-type: none"> • Integrations (if applicable) purchased through CENTEGIX are supported by CENTEGIX and our third-party partners.

Onsite Access	
CUSTOMER	<ul style="list-style-type: none"> • Provide 2 sets of district/organization-wide master keys per site. • Provide evening and weekend access to sites for install team flexibility. • Override the security system when the installation team is onsite. • Provide guest Wi-Fi information if available. • If CENTEGIX installation team is unable to access a room or building, or a map is inaccurate causing a delay in the installation, the Customer will incur a minimum revisit fee of \$500/site per revisit, dependent upon remaining work. • If CENTEGIX installation team is unable to locate a suitable stationary element to install exterior equipment, the Customer will need to install a pole or other suitable structure for this equipment to be located.
CENTEGIX	<ul style="list-style-type: none"> • The installation team designated by CENTEGIX will install hardware equipment at each facility/site purchased.

Software	
CUSTOMER	<ul style="list-style-type: none"> • Deploy the CrisisAlert Desktop Application software to supported equipment, including laptops, desktops, tablets, and mobile equipment using the files provided by the CENTEGIX Onboarding Specialist. • Allow Public DNS for the CENTEGIX Wireless Back-up equipment.

Implementation and Training	
CUSTOMER	<ul style="list-style-type: none"> • Provide the information necessary to enable Active Directory syncing (if applicable).

	<ul style="list-style-type: none"> ● Responsible for the configuration of the Safety Platform™ system (including CrisisAlert, Safety Blueprint, and if utilized Visitor Management) with reasonable guidance from CENTEGIX. ● Conduct site testing, with guidance from CENTEGIX to ensure the system is functioning properly. Both parties will sign-off in agreement that site testing has been verified. ● Identifying individuals who can deliver end-user training for its organization on how to use the CrisisAlert badge (and Visitor Management badge if applicable), including requiring each staff member with a badge to complete a "Badge Training" session in which they, at minimum, activate a badge alert. ● Assist CENTEGIX to obtain the necessary support from the selected public safety answering point (PSAP) agency, if applicable.
CENTEGIX	<ul style="list-style-type: none"> ● Provide remote training for system configuration. ● Provide onsite training for Responders and Badge Managers unless opted out on the quote (CrisisAlert) ● Provide training for school administrators and front office staff based on the training method purchased (Visitor Management). ● Provide the requirements for user access to the Safety Blueprint map features. ● Provide remote training for Safety Blueprint asset and map management. ● Recommend other optional services are available to assist with deployment

Communications	
CUSTOMER	<ul style="list-style-type: none"> ● Share communications with your stakeholders (Parents, Teachers, Staff, and Students) during the different stages of your CrisisAlert process. You can do so via internal emails, district-wide newsletters, school communications, morning announcements, creating a webpage on your website, and on social media. ● During sign-up: Inform all stakeholders about the decision to implement CrisisAlert. ● During installation: Keep stakeholders updated on the progress. Staff will want to know what to expect during this process. Students may wonder why new equipment is now appearing throughout the building. ● Operational Phase: Your community will want to see how your CrisisAlert solution works. One way to do this is by hosting a demo day where you can invite speakers to participate, provide answers to frequently asked questions, and demonstrate how your new solution works.

	<ul style="list-style-type: none"> ● Ongoing Communication: Keep your stakeholders informed by communicating with them on how you have utilized your CrisisAlert solution and how it has impacted your school community.
CENTEGIX	<ul style="list-style-type: none"> ● Provide a communications kit to help customers communicate with their communities about CrisisAlert. Customer will coordinate a call between CENTEGIX point of contact and the Communications Director for the customer to review best practices for communicating about CrisisAlert.

Post Implementation	
CUSTOMER	<ul style="list-style-type: none"> ● Provide general troubleshooting of the system and its equipment with the site. District technical support can escalate an issue to be addressed through their account manager or support manager. ● Managing and maintaining all users and their permissions for the software through the term of the contract. ● Providing Badge Training and training documentation to new users of the system ● Conducting test drills of CrisisAlert at the beginning of each semester. ● Managing and maintaining all Visitor Management hardware through the term of the contract. ● Managing and maintaining all Visitor Management hardware through the term of the contract. ● Report structural changes to the building floorplans and layout to Centegix.
CENTEGIX	<ul style="list-style-type: none"> ● Onsite assistance is available to assist the customer regarding all purchased solutions. Contact CENTEGIX Support at support@centegix.com for more information.

Acceptance of Acknowledgement

IN WITNESS WHEREOF, the Parties hereto agree to be so bound as to these terms and have executed this Agreement by affixing their signatures below as of the date first written above.

34ED, LLC	[CUSTOMER NAME]
_____ Signature <u>Brent Cobb</u> Chief Executive Officer	_____ [Name] [Title]

APPROVED AS TO FORM:

Rodney B. Rowlett, III, City Attorney

ATTEST:

CITY RECORDER