

CPE Refresh

911 Grant Programs

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1. Purpose

Each county, group of counties or region applying for E911 State Grant, to be further known as 911 State Grant, to assist counties with the replacement or upgrade of 911 Systems; for counties to develop and maintain statewide 911 routing using Emergency Services Internet Protocol (IP) networks (ESInet), Geographic Information Systems (GIS) and services, and Management Information Systems (MIS); and develop and maintain Next Generation 911 (NG-911) systems and services.

The State 911 Grant Programs distributes funds collected pursuant to section 365.172-173, Florida Statutes. Federal Grant funding uses the 911 Grant Programs for approval and disbursement of federal funds to assist counties in implementing and improving NG-911 system and services.

2. Eligibility

Any county, group of counties, or region in the State of Florida is eligible to apply for these grant programs. Only a region, as defined below, may qualify for a grant award for a 5-year Regional Next Generation 911 Routing Project.

3. Definitions

- 3.1. **Enhanced 911 (E911):** An enhanced 911 system or enhanced 911 service that is an emergency telephone system or service that provides a subscriber with 911 service and also directs 911 calls to appropriate public safety answering points by selective routing based on the geographical location from which the call originated, or as otherwise provided in the state plan under section 365.171, Florida Statutes, and that provides for automatic number identification and automatic location-identification features.
- 3.2. **NG-911 Equipment:** Hardware equipment and peripherals needed to implement and maintain NG-911 services.
- 3.3. **E911 System:** The Public Safety Answering Point equipment, in accordance with the State E911 Plan, including 911 call routing, processing, mapping, and call answering communications equipment.
- 3.4. **Grantee/Subrecipient:** The county, group of counties, or region awarded a grant.
- 3.5. **Grantor:** The Florida E911 Board.
- 3.6. **Government Accounting Standards Board (GASB):** The independent organization that establishes and improves standards of accounting and financial reporting for U.S. state and local governments.
- 3.7. **Hosted Services:** Hosted Services are technology services using the vendor's servers for a fee.
- 3.8. **Maintenance Contract:** A business agreement between a contractor and customer covering the maintenance of equipment over a specified period.
- 3.9. **Next Generation 911 (NG-911):** The designation for an advanced 911 emergency communications system or service that provides a communications service subscriber with 911 service. NG-911 also directs 911 emergency requests for assistance to appropriate public safety answering points based on the geographical location from which the call/signal originated, or as otherwise

provided in the State E911 Plan and that provides for automatic number identification and automatic location identification features and emergency data information through managed IP-based networks.

- 3.10. **Next Generation 911 Core Services (NGCS):** The base set of services needed to process a 911 call/signal on an ESInet. Includes the Emergency Service Routing Proxy (ESRP), Emergency Call Routing Function (ECRF), Location Validation Function (LVF), Boarder Control Function (BCF), Bridge, Policy Store, Logging Services, and typical IP services such as Doman Name System (DNS) and Dynamic Host Configuration Protocol (DHCP). The term NG-911 Core Services encompass the services but does not include the network on which they operate.
- 3.11. **Next Generation 911 Routing Project:** A Next Generation service that incorporates multiple counties.
- 3.12. **Public Safety Answering Point (PSAP):** The public safety agency that receives incoming 911 requests for assistance and dispatches appropriate public safety agencies to respond to the requests in accordance with the State E911 plan.
- 3.13. **Region:** Refers to the counties grouped by the Florida 911 Regional Map. All systems within a region must be interoperable.
- 3.14. **Service Contract:** A written contract to perform, over a fixed period or for a specified duration, duties relating to informational and technical services.
- 3.15. **Warranty contract:** A written guarantee given to the purchaser of a new item by the manufacturer or dealer, usually specifying that the manufacturer will make any repairs or replace defective parts free of charge for a stated period.

4. 911 Grant Programs Calendar

The E911 Board will accept applications as noticed in the Florida Administrative Register.

| Action | |
|--|--|
| Eligible entity submits application | Submission date(s) as published in the Florida Administrative Register |
| E911 Board Members evaluate applications | Within two months of the submission date |
| E911 Board votes on applications to fund at regularly scheduled meeting | Within three months of the submission date |
| E911 Board sends notification letter of awards approved for funding to the counties. | Within four months of the submission date |

| Performance Period | |
|---|---------------------------|
| County, group of counties or regional implementation/ | Two years from receipt of |

Application instructions for 911 Grant Programs, revised December 2020
 W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

| | |
|--|--|
| installation period | award notification |
| Next Generation 911 Regional Routing Project | Maximum of five years |
| Next Generation Projects | Maximum implementation Period of five years however may be shorter time dependent upon board approval. |
| Service and Data Maintenance Projects outside of a NG-911 Regional Routing Project | An annual grant may be funded. |
| Initial Database synchronization (such as ALI, MSAG, and Centerline) | Two years from receipt of award notification |
| Database maintenance (such as ALI, MSAG, Centerline....) | Approved only with Regional Routing Project |

5. General Conditions

Applications must be delivered to the following address:

**State of Florida E911 Board
ATTN: E911 Board Administrative Staff
2555 Shumard Oak BLVD, Suite 260
Tallahassee, FL 32399-0950**

Or electronically to E911BoardElectronicGrantReports@dms.fl.gov

Electronic receipt of the grant application and all attachments is preferred.

- 5.1. The applicant shall provide Application Form items 1 through 14 and the associated quotes. The grant application package must be postmarked or delivered on or before the submission date specified in the E911 Board notification of an E911 State Grant Program published in the Florida Administrative Register. Failure to provide these documents will result in an automatic rejection of the grant application.
- 5.2. Pursuant to sections 365.172(6), 365.172(10), 365.173(2) Florida Statutes, grant funds must only be used for the following items/services: to upgrade or replace E911 systems; to develop and maintain statewide or regional 911 routing; geographic information and management information systems (GIS and MIS); to develop and maintain Next-Generation 911 (NG-911) services and equipment; and remotely provided hosted 911 answering point call-taking equipment and network services directly attributable to establishing and provisioning E911 or

- NG-911 services. Warranty costs shall be calculated to account for only the first-year warranty.
- 5.3.** To be considered for a grant award, all Next Generation projects must meet the NENA i3 technical standards.
 - 5.4.** GIS grants may be limited to funding to achieve the 98% accuracy rate as identified in the NENA GIS Data Model.
 - 5.5.** Although a Next Generation 911 Regional Routing Project may be awarded for up to five years, the cost shall be accounted for on a yearly basis. The application must also include a detailed breakdown of costs by year one through year five and if applicable a monthly breakdown. This would include an expected reimbursement schedule.
 - 5.6.** All Next Generation 911 project vendors must certify in writing that their systems will be interoperable with bordering counties, regions, and adjacent state lines.
 - 5.7.** Only the percentage of service and equipment directly attributable to provisioning of 911 services is eligible.
 - 5.8.** All maintenance requests, within a single priority, for eligible services and equipment shall be combined into a single application, including the breakdown of line item costs.
 - 5.9.** All grant applications shall be accompanied by at least one complete quote for equipment or services. Grant applications totaling \$35,000.00 or more must be accompanied by at least three written substantiated competitive complete quotes from different vendors. Complete quote submittals shall include a detailed scope of work, all pages included in the vendor proposal, breakdown of all costs, including equipment, service tasks, and deliverables. Any county, group of counties, or region that has made a good faith effort to obtain at least three competitive quotes and has not been able to obtain the quotes can request E911 Board review based on substantiated proof of request for quotes or posting of the request with documentation of the limited responses.
 - 5.10.** If the grant application does not exceed the threshold amount of \$195,000, the county, group of counties, or region can initiate a request for approval to procure from a single source vendor. These will be considered on a case-by-case basis. Justification for single source procurement shall be provided with the application. The single source procurement will be approved if provided in accordance with Chapter 287, Florida Statutes. A letter from the applicable purchasing department(s) that the project is a single source procurement based on Section 287.057(3)(c), Florida Statutes, shall be provided with this grant application.
 - 5.11.** Applicants requesting items from different funding priorities should complete a separate item Appendix V, Budget Report for each priority. See Addendum I -Funding Priorities for the 911 Grant Programs for a listing of funding priorities. Items from the same funding priorities should be combined in the same Appendix V and shall comply with General Conditions items 5.9 and 5.10.
 - 5.12.** An individual county application must include

- 5.12.1. A detailed description of line item and cost. This would include the item, model, or version. Additional requests may be made for more clarification as needed.
 - 5.12.2. If possible, software service/maintenance dates.
 - 5.12.3. Appendix V, Budget Report
 - 5.12.4. Most current 6A.
 - 5.12.5. If applicable, detailed legacy 911 service information.
- 5.13.** Should a region or two or more counties apply for a grant, the following additional information needs to be provided:
- 5.13.1. A summary of the costs for entire region or two or more counties detailing the following:
 - 5.13.1.1. Total amount of funds being requested.
 - 5.13.1.2. The scope of work (SOW) that clearly establishes the tasks and deliverables being performed for successful completion of the project. All deliverables must be directly related to the SOW.
 - 5.13.1.3. Quote(s) must be quantifiable, measurable, and must include detailed descriptions of each line item. Services dates must be included as well, if applicable.
 - 5.13.1.4. Single source documentation if applicable.
 - 5.13.1.5. All individual county application(s) as requested in 5.12.
- 5.14.** A memorandum of understanding (MOU) or an inter-local agreement from all counties involved must be completed within 3 months of E911 Board award. The MOU shall contain the financial procurement processes, the disbursement process, and all termination language.
- 5.15.** Procurement shall be based on the county's procurement processes and the applicable State purchasing requirements, including but not limited to sections 112.061, 287.057, 287.017, and 287.058. Florida Statutes.
- 5.16.** Funding application requests must include a scope of work that establishes the tasks and deliverables to be performed. The applications shall include all tasks that are required for the successful completion of the project. The project shall be divided into quantifiable units of deliverables that shall be received and accepted in writing by the county, group of counties, or region before payment. Each deliverable must be directly related to the scope of work and must specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable.
- 5.17.** Funding requests must include all necessary costs required for full implementation of the proposed solution including that of any third party. Should the county, group of counties or region grant application request or grant award be less than the projected cost of the equipment or service, the county, group of counties or region should provide verification of the ability to fund the difference. Pricing submitted cannot be contingent upon "yet to be" determined fees for products and services by the proposer or any other third party required for implementation.

- 5.18. The county shall provide information on the county's preceding year E911 fee revenue amount and the preceding year's carryforward amount.
- 5.19. A State grant award may be limited by the carry forward balance in compliance with sub-paragraph 365.172(6)(a) 3.c., Florida Statutes.
- 5.20. Detailed information is required for any grant application requesting funding for systems that require immediate system replacement for provisioning of enhanced 911 in the county, group of counties, or region. Include detailed justification and explanation for any 911 system with an expected remaining life of less than one year.
- 5.21. Funding requests contingent upon "beta testing" or products and services not in general production and installation will not be funded.

6. Guidelines for 911 Grant Expenses

- 6.1. The following expenses will not be funded through grant award:
 - 6.1.1. Salaries and associated expenses for 911 coordinators, call takers, or other 911 personnel.
 - 6.1.2. Wireline database costs
 - 6.1.3. Vehicle expenses
- 6.2. Funding limitations are specified on the following items:
 - 6.2.1. Hosted 911 answering point call-taking equipment and network services, recurring network and circuit costs, equipment maintenance and warranty costs will not be funded for more than the first-year implementation period.
 - 6.2.2. Service contracts for Next Generation 911 Regional Routing Projects may be approved for up to 5 years on a case by case basis.
 - 6.2.3. GIS data support services to maintain NENA's 98% synchronization standard will be limited to one year of service unless combined with a Next Generation 911 Regional Routing Project.
 - 6.2.4. Grant funding shall be limited (per grant cycle) to eligible expenditures for one PSAP per county, either one primary or one secondary PSAP. Counties with only one PSAP with no other primary or secondary PSAPs, may be eligible for grant funding for one backup PSAP. Geo-diverse systems may be considered one PSAP for the purpose of grant funding.
 - 6.2.5. Except for NGCS, selective router equipment costs are limited to the primary PSAP system and are limited to one per county.
 - 6.2.6. Training cost funding is limited to new system & equipment training.
 - 6.2.7. The allowable grant funding for travel expenses is limited to the authorized amounts established in Section 112.061, Florida Statutes, and the Department of Financial Services Guidelines for State Expenditures.
 - 6.2.8. Reimbursement requests for services that extend beyond a year will be reimbursed on an annual basis. Reimbursement will not be provided prior to services being rendered.
 - 6.2.9. A federally funded project must comply with reimbursement in accordance with the federal project timetable.

7. Approval and Award

- 7.1. The E911 Board will review each application for compliance with the requirements of terms and conditions.

- 7.2. Award agreements shall be signed by the Board of County Commissioner Chair or the County Manager.
 - 7.3. Grant awards will be withheld for any county, group of counties, or region that has a grant with a past-due quarterly report or past-due final documentation and closeout of previous E911 Board grant awards. Grant awards may also be withheld if the county, group of counties, or region is not in compliance with Board reporting requirements.
 - 7.4. Applications will be awarded based upon the priorities set by the E911 Board as listed in Addendum I - Funding Priorities for the 911 Grant Programs.
 - 7.5. The E911 Board will adjust the amount awarded to a county, group of counties, or region based upon the availability of funds, the reasonableness of the cost of requested items, published quotes, increased effectiveness of grant funds, minimum system requirements for performing the needed E911 function as specified in section 365.173(2)(h)1., 2., and 3., Florida Statutes, E911 State Plan, or documented factors provided in the grant application submission. NG-911 network systems should include a comparative presentation of network alternatives, including applicable LEC, CLEC, County, group of counties or region, and State alternatives. All stepped pricing should be thoroughly explained, including the corresponding benefits for the county, group of counties or region, and the E911 Board.
 - 7.6. Additional documentation must be signed by the local Board of County Commissioner Chair or County Manager. Resulting in third party contracts and sub-contracts, please see DMS agreement.
 - 7.7. A signed vendor contract with the county, group of counties, or region contract must be provided.
- 8. Financial and Administrative Requirements**
- 8.1. Grant funds are provided on a cost-reimbursement basis.
 - 8.2. Each grantee may submit reimbursement claims to the E911 Board as needed; however, each county is limited to only a single claim request per grant, per month. Receipt of reimbursement funds from the E911 Board is contingent on the timely and accurate submittal of funding requests. Requests for reimbursement of expenditures must be submitted on the approved Appendix IV: Financial Reimbursement of Expenditures Reporting Form. Incomplete claim forms or claims not submitted on the correct form cannot be processed and will be returned for corrections. Submit only for the amounts in each budget categories in which you have incurred expenditures.
 - 8.3. Upon written request and with documentation justifying the need, a progress disbursement may be considered with a completed Appendix IV, signed vendor contract, itemized purchase order and vendor itemized invoice. All items must comply with the Florida Department of Financial Services (DFS) Reference Guide for State Expenditures. Within 45 days of receipt of funding, the grantee shall submit verification of vendor payment.
 - 8.4. Reimbursement claims shall include only expenditures related to the specific grant and include copies of signed contracts, purchase orders, itemized invoices, and proof of successful payment to the vendor. The reimbursement request must match the scope of work and budget proposed in the grant

applications to include the quote provided with the application. Grants that include cost defined by a set number of work hours dedicated to a project must include additional documents as requested by DMS staff. All items must comply with the DFS Reference Guide for State Expenditures.

8.5. To assure prompt processing, complete reimbursement claims should be e-mailed to: E911BoardElectronicGrantReports@dms.fl.gov

8.6. Grant funds can only be used between the beginning and end dates of the grant term unless the E911 Board authorizes an extension.

8.7. It is the county, group of counties, or region's responsibility to maintain the property, equipment, or services in accordance with the scope of work. If a sale or transfer of such property or equipment occurs within five years after a grant ends, funds must be returned to the E911 Board on a pro-rata basis. If the equipment cost over \$5,000 and the grant is federal, funded a county, group of counties, or region must maintain an inventory of 5 years. This applies to state grants unless the item becomes obsolete.

8.8. If a grantee terminates a contract for prepaid services, the unused portion must be returned to the E911 Board on a pro-rata basis.

8.9. The grantee agrees that any improvement, expansion, or other effect brought about in whole or part by grant funds will be maintained until the system or equipment becomes obsolete (On average five years).

8.10. If a grantee materially fails to comply with any term of an award, the Board shall take one or more of the following actions, as appropriate in the circumstances:

- Withhold grant payments pending grantee correction of the deficiency,
- Disapprove all or part of the cost of the activity or action not in compliance,
- Suspend or terminate the current award for the grantee's project,
- Suspend or deny future grant awards.

8.11. The Board will provide the grantee an opportunity for a hearing, appeal, or other administrative proceeding to which the grantee is entitled under Florida Statutes.

8.12. Grant awards or portion thereof may be terminated by the grantee upon written notification (Appendix II) to the E911 Board, detailing the reasons for such termination, the effective date, and the release of allocated funds.

8.13. E911 Staff may require additional documentation to confirm proof of payment and deliverables met in accordance with DFS Reference Guide for State Expenditures.

8.14. Prior to a county, group of counties, or region signing a contract with a different vendor from the original vendor stated in the grant application, the county, group of counties, or region must request a grant change on Appendix II and include an itemized quote and a copy of the new contract to be approved by the E911 Board.

9. Grant Reporting Procedures

9.1. Grantees will be required to submit:

9.1.1. Quarterly Status Report, Appendix III.

- 9.1.2. Reporting will begin at the conclusion of the first full quarter after the award. The report periods will end on March 31, June 30, September 30, and December 31 of each year. Reports are due within 30 days of the ending report period.
- 9.1.3. The Quarterly Status Report, Appendix III shall inform the E911 Board of significant impacts on grant-supported activities. Significant impacts include project status developments affecting time schedules and objectives, anticipated lower costs, or producing beneficial results in addition to those originally planned. Additionally, problems, delays, or adverse conditions that will materially impair the ability to meet the timely completion of the award must be reported. The disclosure must include a statement of the action taken or contemplated and any assistance needed to resolve the situation.

9.2. Federal Documentation as Requested

9.3. Final Reporting Documentation

- 9.3.1. Upon receipt of final reimbursement from DFS, a final Quarterly Status Report, Appendix III shall be submitted based on the same reporting requirements described in grant reporting item 9.1.1.
- 9.3.2. Final documentation, including copies of all expenditures and corresponding invoices, shall be submitted within 90 days of the final report. The Final Report box on the Quarterly Status Report, Appendix III shall be marked.
- 9.3.3. Final document submission and closeout of a grant does not affect the E911 Board's right to disallow costs and recover funds based on an audit or financial review. The county, group of counties, or region shall remain obligated to return any funds expended that do not comply with the terms and conditions of the grant award.
- 9.3.4. The counties must provide DMS a copy of the county's Comprehensive Annual Financial Report (CAFR) no later than August 1 following the completion of the County, group of counties, or region's fiscal year.

- 9.4. All reports and associated information, federally required documentation, and final reporting documents should be e-mailed to E911BoardElectronicGrantReports@dms.fl.gov**

10. Change Requests

- 10.1. Change requests shall be submitted prior to deviation from any awarded grant application. No changes or departures from the original request are authorized unless approved in writing by the E911 Board. Such requests shall be submitted using the form attached in Appendix II, Change Request.
- 10.2. Time extension requests will not be granted unless the county, group of counties or region has executed a contract for the grant equipment and services or demonstrates good cause for failure to execute a contract within one year of the award. Good cause documentation shall include a new project timeline schedule.
- 10.3. Time extensions shall be limited to a maximum of one additional year when approved by the E911 Board for a total of three years.

- 10.4. Change requests must be submitted ten (10) business days prior to Board meeting to be reviewed. Any reports submitted late will be reviewed at the next month's E911 Board meeting.
- 10.5. The Change Request form and associated information should be e-mailed to E911BoardElectronicGrantReports@dms.fl.gov.

Application

County, group
of counties or
region

LEVY

Total Amount Requested: \$204,238.11

Project Title: CPE Refresh & Text to 911 Integration

1. Board of County, group of counties or region Commissioners Chair: John Meeks

Mailing Address: P.O. Box 310

310 School St

City: Bronson

State: FL

Zip: 32621 -

Phone: (352) 486-5218

Fax: (352) 486-5167

Email Address: levybocc@levycounty.org

2. County, group of counties or region 911 Coordinator:

Mike West

Mailing Address: 9150 NE 80TH AVE

City: Bronson

State: FL

Zip: 32621 -

Phone: (352) 486-5214

Fax: (352) 486-5160

Email Address: mwest@levyso.com

3. Federal Tax ID Number: 59-6000717

4. County, group of counties or region Fact Information

| | |
|--|---|
| Number of PSAP's | 1 |
| Number of Call-taking Positions per PSAP | 5 |
| PSAP(s) in which grant funding will apply. | 1 |

a. Financial Information

- i. What are the current annual costs for your E911 system (circuits, customer records hardware and software, etc.) not including maintenance?
\$ 56,578.95
- ii. What are the current annual costs for maintenance of items included in 1?
\$ 29,892.21
- iii. Total amount of E911 fee revenue received in the preceding year.
\$ 171,794.59
- iv. Total amount of county, group of counties or region carry-forward funding retained in the preceding year.
\$ 0.00
- v. Current total amount of county, group of counties or region carry forward funding?
\$ 87,877.56
- vi. Two-year maximum calculated amount for applied carry forward funding.
\$ 103,076.76
- vii. Minimum calculated amount for Applied Carry Forward Funding
(negative) - \$15,199.20
- viii. Calculation (Subtract the amount in J.4. from the amount in J.5.) Insert in Appendix V, Budget Report

- 5. Describe your county, group of counties or region's existing 911 system. Include specific information on existing system equipment upgrades and when the installation of this equipment was completed. Please include the PSAP(s) that the grant will be implemented at to include the type of PSAP(s), primary system, and number of position seats.**

Levy County's existing sole & primary E9-1-1 system is a Positron Viper system with 5 seats, located in the Levy County Sheriff's Department. This system has been serving Levy County since October 2009. The original system was upgraded in July of 2015. The system complies with the E9-1-1 Phase II location requirements. The system includes a Voiceprint recorder and an ESRI-based GIS mapping system.

- 6. Describe the scope of work for the proposed project including any goal(s) and objectives. Include the tasks to be performed as part of the project. Provide scope of work in quantifiable units of deliverables that shall be received and accepted. For each deliverable specify the required minimum level of service to be performed and the criteria for evaluating the successful completion of each deliverable. For any scope of work that includes milestones, please describe in detail what deliverables are expected to be provided in each milestone.**

CenturyLink will perform a hardware software refresh which includes replacing servers, gateways, switches, and back room equipment. CenturyLink will also provide upgraded software subscriptions and licenses. CenturyLink will provide new workstations. CenturyLink will also install TXT 2 911, equipment only.

- 7. Justification of the need for the proposed project. Provide detailed information on the existing system's/component's which needs replacement. Document the condition with details to justify any system with an expected lifespan of less than 1 year. Each component on the system, (memory, hardware (size of drives) updates of software and/or replacement versions needed, standalone equipment and additional upgrades include UPS in the requests.**

Levy County's CPE was last upgraded in July of 2015, this hardware and software refresh of the CPE system will ensure Levy County's transition to a new system with long term compatibility and sustainability for the requirements in our center. With these funds Levy County will be able to update and maintain our CPE Equipment.

- 8. Describe why your county, group of counties or region will not be able to complete this project without this grant funding.**

Levy County is requesting this State Grant due to its small rural population and low E9-1-1 fee revenue. Levy County's current annual funding is not sufficient to cover the costs associated with updating and maintaining the CPE system. Therefore, Levy County is requesting financial assistance to fund this project.

- 9. Describe the required steps with an anticipated time schedule with procurement and payment milestones and a total project completion date.**

CenturyLink proposes implementation to be installed within 6 – 8 months of contract signature, dependent on manufactures availability to schedule and deliver equipment.

- 10. If applicable, sole source justification must meet the state procurement guidelines and chapter 287.057 (3)(c), F.S.**

- 11. If applicable, please include your previous service dates for any maintenance or support services.**

NA

- 12. Budget Report form, please fill out the form in Appendix V.**

13. Assurances

ACCEPTANCE OF TERMS AND CONDITIONS: The grantee accepts all grant terms and conditions. Grantee understands that grants are contingent upon the availability of funds.

DISCLAIMER: The grantee certifies that the facts and information contained in this application and any attached documents are true and correct. A violation of this requirement may result in revocation of the grant and return of all grant funds and interest accrued (if any), pursuant to the E911 Board authority and any other remedy provided by law.

NOTIFICATION OF AWARDS: The grantee understands and accepts that the notice of award will be advertised on the Florida E911 website.

MAINTENANCE OF IMPROVEMENT AND EXPANSION: The grantee agrees that any improvement, expansion or other effect brought about in whole or part by grant funds will be maintained. No substantial changes or departures from the original proposal shall be permitted unless the E911 Board gives prior written authorization. Any unauthorized change will necessitate the return of grant funds, and accrued interest (if any) to the E911 Board.

The county, group of counties or region certifies that all applicable county, group of counties or region procurement rules/procedures has been met.

Failure to utilize grant funds as represented may jeopardize eligibility to be considered for future funding.

14. Authority

I hereby affirm my authority and responsibility for the use of funds requested.

SIGNATURE – CHAIR, BOARD OF COUNTY COMMISSIONERS _____ DATE
OR County Manager

John Meeks

Printed Name

Chairman

Position

Regional Signatures if Applicable (add additional lines if needed)

APPROVED AS TO FORM AND LEGAL
SUFFICIENCY Anne Bast Brown
Anne Bast Brown, County Attorney

Appendix I: Authorized Expenditures of E911 Fee, Chapter 365.172, F.S.

NO requests for funding will be acknowledged for any items not specified in Section 365.172, Florida Statutes, Emergency communication number “E911”; paragraph (10) (shown below).

Section 365.172 (10), Florida Statutes : AUTHORIZED EXPENDITURES OF E911 FEE.—

- (a) For purposes of this section, E911 service includes the functions of database management, call taking, location verification, and call transfer. Department of Health certification, recertification, and training costs for 911 public safety telecommunications, including dispatching, are functions of 911 services.
- (b) All costs directly attributable to the establishment or provision of E911 service and contracting for E911 services are eligible for expenditure of moneys derived from imposition of the fee authorized by subsections (8) and (9). These costs include the acquisition, implementation, and maintenance of Public Safety Answering Point (PSAP) equipment and E911 service features, as defined in the providers' published schedules or the acquisition, installation, and maintenance of other E911 equipment, including circuits; call answering equipment; call transfer equipment; ANI or ALI controllers; ANI or ALI displays; station instruments; E911 telecommunications systems; visual call information and storage devices; recording equipment; telephone devices and other equipment for the hearing impaired used in the E911 system; PSAP backup power systems; consoles; automatic call distributors, and interfaces, including hardware and software, for computer-aided dispatch (CAD) systems; integrated CAD systems for that portion of the systems used for E911 call taking; GIS system and software equipment and information displays; network clocks; salary and associated expenses for E911 call takers for that portion of their time spent taking and transferring E911 calls, salary, and associated expenses for a county, group of counties or region to employ a full-time equivalent E911 coordinator position and a full-time equivalent mapping or geographical data position, and technical system maintenance, database, and administration personnel for the portion of their time spent administrating the E911 system; emergency medical, fire, and law enforcement prearrival instruction software; charts and training costs; training costs for PSAP call takers, supervisors, and managers in the proper methods and techniques used in taking and transferring E911 calls, costs to train and educate PSAP employees regarding E911 service or E911 equipment, including fees collected by the Department of Health for the certification and recertification of 911 public safety Telecommunicator's as required under s. 401.465; and expenses required to develop and maintain all information, including ALI and ANI databases and other information source repositories, necessary to properly inform call takers as to location address, type of emergency, and other information directly relevant to the E911 call-taking and transferring function. Moneys derived from the fee may also be used for next-generation E911 network services, next-generation E911 database services, next-generation E911 equipment, and wireless E911 routing systems.
- (c) The moneys should not be used to pay for any item not listed in this subsection, including, but not limited to, any or operational costs for emergency responses. Even any which occur after the call transfer to the responding public safety entity and the costs for constructing, leasing, maintaining, or renovating buildings, except for those building modifications necessary to maintain the security and environmental integrity of the PSAP and E911 equipment rooms.

Appendix II: Change Request

| Change Request | | |
|---|------------------------------|-----------------------------|
| County: | _____ | |
| Grant Number: | _____ | |
| Date of Grant Award: | _____ | |
| Extension Period: | _____ | |
| Budget Line Item | Change From | Change To |
| | | |
| Total | \$0.00 | \$0.00 |
| Justification of Change: | | |
| | | |
| _____ | | _____ |
| Signature of Authorized Official | | Date |
| For E911 Board use only. | | |
| Approved: | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| _____ | | _____ |
| E911 Board's Authorized Representative | | Date |

Appendix III: Quarterly Status Report

| | | |
|---|----------------------|---------------------------------|
| | Final Report | |
| Quarterly Status Report | | |
| <p style="text-align: center;">County: _____</p> <p style="text-align: center;">Grant Number: _____</p> <p style="text-align: center;">Report Date: _____</p> <p style="text-align: center;">End of Grant Period: _____</p> | | |
| <p>Project Status Update:</p> | | |
| A. Systems | Awarded Funds | Cumulative Expenditures |
| | | |
| Total System Items | \$0.00 | \$0.00 |
| B. Services | | |
| | | |
| Total Service Items | \$0.00 | \$0.00 |
| Total Cumulative Expenditures: | | \$0.00 |
| <p>_____</p> <p>Signature of Authorized Official</p> | | <p>_____</p> <p>Date</p> |

Appendix IV: Financial Reimbursement of Expenditures Reporting Form

| County Name: | Grant No.: | | Date: | | Request No.: | |
|---|-----------------|----------|-------------------|----------------------|-------------------------|--|
| | Unit Price (\$) | Quantity | Total Amount (\$) | Revised Budget Items | Previous Request Amount | Current Request Amount (\$) |
| Deliverables | | | | | | |
| A. System (Hardware, Software, Equipment, & Labor) | | | | | | |
| Total System Items: | | | | | | |
| B. Services (Training, Maintenance, and Warranty Items) | | | | | | |
| Total Service Items: | | | | | | |
| Total Request Amount: | | | | | | |
| Justification of progress payment funding need: | | | | | | |
| | | | | | | Signature, County 911 Coordinator or Grant Manager |

Prepare an itemized request for reimbursement expenditures in each budget categories for each deliverable. Attach copies of purchase orders and paid vouchers, invoices, copies of checks, journal transfers, required for expenditure justifications. If there is insufficient space, please include details in an attachment.

Financial Reimbursement of Expenditures Reporting Form

Appendix V

Budget Report

Prepare an itemized Grant Budget ("Line Item" breakdown should include separated systems, i.e.; 911 system, logging recorder, centerline mapping, etc. and services items). The completed form shall be used to complete quarterly report requirements, listing expenditures and revisions {if any} in appropriate columns. If there is insufficient space, please include details in an attachment. Budget costs should match requested vendor quote

County: LEVY

Project Name: CPE Refresh & Text to 911

Budget Categories

| Deliverables | Unit Price (\$) | Quantity | Total Amount (\$) |
|---|-----------------|----------|-------------------|
| A. System (Hardware, Software, Equipment, & Labor) | | | |
| Hardware | \$110,583.96 | 1 | \$110,583.96 |
| Software | 10,772.00 | 1 | \$10,772.00 |
| Labor | 46,624.15 | 1 | \$46,624.15 |
| B. Services (Training, Maintenance, and Warranty Items) | | | |
| Training | \$10,526.67 | 1 | \$10,526.67 |
| Maintenance | \$25,731.33 | 1 | \$25,731.33 |
| Overall Project Total | | | \$204,238.11 |
| Carry Forward Funds Applied | | | 0.00 |
| Grant Request Total Less Carry Forward Applied | | | |

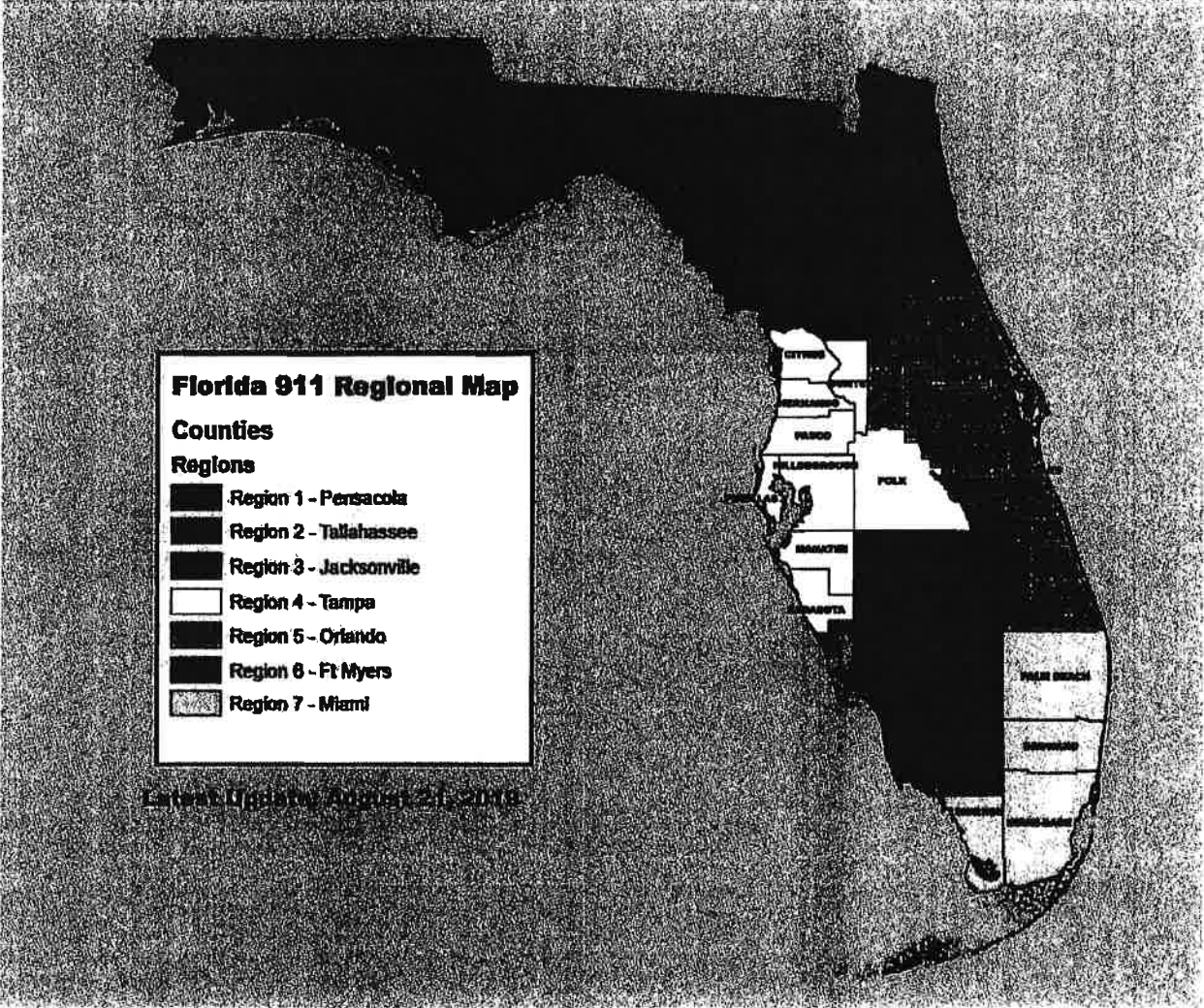
Walter B. West

Signature, 911 County Coordinator

Application for E911 State Grant Program, revised December 2020

W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

Appendix VI: Florida 911 Regional Map



County E911 Fiscal Information

| | | | | |
|---|--------------------------|--------------|--|-----------|
| 1 | County | LEVY | Fiscal Year | 2019-2020 |
| 2 | Wireless Fee Revenue | \$103,016.96 | | |
| 3 | Non-Wireless Fee Revenue | \$34,020.12 | (LEC, Wireline, & VoIP) | |
| 4 | Pre-Paid Fee Revenue | \$34,757.51 | | |
| 5 | Total Fee Revenue | \$171,794.59 | Carry Forward Fee Revenue Calculation (Item #2 + Item #3 + Item #4) | |

| | | |
|---|--------------------------|------------|
| 6 | Fee Revenue Expenditures | 171,794.59 |
|---|--------------------------|------------|

| | | | |
|----|-------------------------------|-------------|---|
| 9 | Allowable Carry Forward | \$51,538.38 | Maximum Allowable (30% of Item #5) |
| 10 | Actual Carry Forward | \$0.00 | Limited by Para 365.173(2)(d). Florida Statutes. Assure amount is equal (=) to or less than (<) Item #9 |
| 11 | Excess Carry Forward Recovery | \$0.00 | |

| | | |
|----|-----------------------------|------------------------------|
| 12 | Preparer's Name | Mike West |
| 13 | Preparer's Title / Position | Levy County E911 Coordinator |
| 14 | Telephone Number | 352-486-5214 |
| 15 | Preparer's Email | mwest@levyso.com |
| 16 | Date | |

Addendum I: Funding Priorities

The criteria for determining acceptability for disbursement of funds from the State of Florida 911 Grant Programs will be made on a PRIORITY basis. Federal funding will be applied in accordance with federal grant guidelines. Regional 911 system project requests related to systems and equipment will be considered the highest priority within each priority category. If you do not see your specific 911 project listed, you may still apply, as the E911 Board does have some discretion depending on the funding source, availability of funds, and spending authority.

1.0 Prepaid and Wireless Funding Priorities

PRIORITY 1: Primary and Secondary PSAP systems that require immediate system replacement to provision enhanced 911 status or when the expected remaining life of the system is less than one year.

PRIORITY 2: Development and maintenance of 911 routing statewide, geographic, and management information systems.

- A) Statewide routing system
- B) Regional, as an incremental step towards statewide routing

PRIORITY 3: Information System

- A) GIS Data support-assisting counties in meeting the 98% NENA GIS Data minimum standards
- B) GIS Maintenance Tools
- C) Management Information System

PRIORITY 4: Develop and maintain next generation 911 services and equipment.

- A) Next Generation 911 Equipment and Emergency Services IP based network
- B) Next Generation Core Services

PRIORITY 5: Mapping system and services necessary for provisioning Geographic Information Systems (GIS). This may include the following, listed in order of funding priority:

- A) Map System Equipment - map generation hardware and software licensing are limited to components for two stations.
- B) GIS Centerline point generation and map accuracy systems.
- C) Synchronization of GIS, ALI, and MSAG database meets the minimum standard 98 % for Geospatial call routing-per NENA i3 standard.

PRIORITY 6: Systems that require new or replacement of critical or necessary hardware or software. This may include the following back-up PSAPs system equipment, listed in order of funding priority A-H:

- A) Hardware and software for communications or terminal equipment located at a PSAP for 911 call processing, ANI and ALI display, and call answering.
- B) Map Display Equipment
- C) Logging Equipment
- D) Lightning Protection Equipment
- E) Uninterruptible Power Supply system and or Generator Equipment
- F) County, group of counties or region Standalone ALI Database Equipment
- G) 911 Call Taker Position Equipment
- H) Net clock

PRIORITY 7: GIS sub-addressing projects

PRIORITY 8: Aerial Photography / Imaging

- I) Overhead (Nadir) images

1.2 **PRIORITY 9:** Infrastructure cabling and building entrance buildout cost.

1.3 **PRIORITY 10:** 911 Call taker workstation console/furniture (the portion related to 911 Telecommunicator Workstation Console/Furniture)

2.0 Federally Funded Awards

2.1 **Eligible costs will be consistent with cost principles identified in 2 CFR Part 200, including Subpart E of regulations. In addition, costs must be reasonable, necessary, allocable, and allowable for the proposed project, and conform to generally accepted.**

Eligible Costs:

A) Contractual Costs

Contractual costs associated with carrying out programmatic activities of the 911 grant, including for the provision of NG-911 services for consulting services. Recipients are responsible for monitoring the activities and expenditures of vendors and are responsible for ensuring that all solicitation documents reflect activities within the scope of the 911 Grant Program.

B) Costs to purchase hardware, software, and hosted services.

C) Costs to purchase hardware, software, and hosted services associated with enabling NG-911 calls to be received, processed, and dispatched. Recipients must specify that the purchase of hardware, software, and services comply with current NG-911 standards, as listed in the Department of Homeland Security's SAFECOM guidance. Each individual product, however, need not meet every listed standard.

Training

Training costs directly related to NG-911- implementation for public safety personnel. The "Recommended Minimum Training Guidelines for Telecommunicators must serve as a base level for the training provided. Recipients must submit documentation describing the training being provided, which identifies the included elements from the Minimum Training Guidelines.

Application instructions for 911 Grant Programs, revised December 2020

W Form 3A, incorporated by reference in Fla. Admin. Code R. 60FF1-5.003 911 Grant Programs

D) Operational Costs

Costs to operate the NG-911 system as a dual system to the current legacy 911 system until the legacy E911 or 911 system is shut down and the system is fully operational using only NG-911 technology.

2.2 Ineligible Costs

- A) Ineligible costs include those costs that are unallowable under the Cost Principles of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards. Please note that costs ineligible for 911 Grant Program support may not be included as matching funds.



February 23, 2021

Mr. Mike West
E-911 Coordinator
Levy County Sheriff's Office
9150 NE 80th Ave
Bronson, FL 32621

Mr. West,

Thank you so much for your request to have ConvergeOne bid on the Levy County Viper Upgrade. At this time, ConvergeOne does not have certified technicians available in your area that could provide the requested support services in a timely manner and meet the required SLA for support.

As such, let this letter serve as our official no bid response for this system upgrade request.

Thank you,

Brian Kelley
VP-Public Safety Sales



2/23/2021

Mr. Mike West
E-911 Coordinator / Network Admin
Levy County Sheriff's Office
9150 NE 80th Ave
Bronson, FL 32621

Mr. West,

Thank you so much for your request to have Intrado Life and Safety Solutions Corp bid on the Levy County Viper Upgrade. At this time, Intrado does not have certified technicians available in your area that could provide the requested support services in a timely manner and meet the required SLA for support.

As such, let this letter serve as our official no bid response for this system upgrade request.

Sincerely,

Alan Woods

--
Alan Woods
Sr. Account Executive | Intrado Life and Safety Services
678.787.4247 | awoods@intrado.com



Customer: Levy County 911
Quote #: 57431420
Project Name: Levy County Harware Refresh
Created On: 3/24/2021
Expiration Date: 6/30/2021
Account Manager: Joe Dinelli/DJNA
Sales Engineer: Paul Winstead
Customer Notes:

| Catalog Number | Description | Unit Price | Qty | Total Price |
|------------------------------|--|-------------|-----|--------------|
| LOCATION: Levy County | | | | |
| Materials | | | | |
| 912802/2 | VIPER Primary Application Server | \$ 4,866.67 | 1 | \$ 4,866.67 |
| 912803/2 | VIPER Primary VoIP Soft Switch | \$ 3,533.33 | 1 | \$ 3,533.33 |
| 912822/2 | VIPER Secondary Application Server | \$ 4,333.33 | 1 | \$ 4,333.33 |
| 912823/2 | VIPER Secondary VoIP Soft Switch | \$ 3,533.33 | 1 | \$ 3,533.33 |
| 912890/BB | Media Kit Prebuilt Building Block | \$ - | 1 | \$ - |
| 911SIP | 9-1-1 Ingress via SIP - License per position | \$ 409.20 | 5 | \$ 2,046.00 |
| 911830 | VIPER Gateway Chassis G3 | \$ 1,091.20 | 1 | \$ 1,091.20 |
| 911833 | VIPER Gateway Chassis G3 Expansion Kit | \$ 818.40 | 1 | \$ 818.40 |
| 912811/U | Application Server Position Access License Upgrade | \$ - | 6 | \$ - |
| 912812/U | PBX Access License Upgrade | \$ - | 5 | \$ - |
| 911834 | AIM G3 | \$ 1,157.33 | 3 | \$ 3,471.99 |
| 912716/24 | Cisco C2960X-24TS-L 24 port switch (without stacking module) | \$ 2,933.33 | 2 | \$ 5,866.66 |
| 912716/S | Cisco Stacking module for C2960-X | \$ 1,266.67 | 2 | \$ 2,533.34 |
| 913100/U | Power 911 Client Access License Upgrade | \$ - | 5 | \$ - |
| 913152/U | Power 911 Add-on Recorder for Radio Upgrade | \$ - | 5 | \$ - |
| 913202/U | Power 911 Server Access License Upgrade | \$ - | 5 | \$ - |
| 913152/CD | ITRR Media Kit | \$ - | 1 | \$ - |
| P10200/1 | Power Metrics - Data Collector: single RDDM: MIS Enabled | \$ 6,266.67 | 1 | \$ 6,266.67 |
| 917310/U | ePrinter Software Upgrade | \$ - | 1 | \$ - |
| MF-DMS/U | MapFlex 9-1-1 Client Upgrade | \$ - | 5 | \$ - |
| MF-SRV/U | MapFlex Server Upgrade | \$ - | 1 | \$ - |
| MF-DP-NEW | MapFlex GIS Data Prep - New System or Major Version Upgrade | \$ 3,333.33 | 1 | \$ 3,333.33 |
| ITXTOTF4 | TXT29-1-1 P911 Integrated One-time-fee per PSAP (5-10 seats) | \$ 4,333.33 | 1 | \$ 4,333.33 |
| 914102/BB | IWS Workstation Prebuilt Building Block | \$ 2,224.00 | 5 | \$ 11,120.00 |
| 913850/S | IWS Viper Enabling Kit (Sonic) | \$ 2,686.67 | 5 | \$ 13,433.35 |
| P10097 | 24" LED Backlit Monitor | \$ 560.00 | 10 | \$ 5,600.00 |
| 914961 | IWS Server RACK Bundle - Type B | \$ 7,836.00 | 1 | \$ 7,836.00 |
| 914102/EP | E-Printer Desktop | \$ 2,286.67 | 1 | \$ 2,286.67 |
| P10097 | 24" LED Backlit Monitor | \$ 560.00 | 1 | \$ 560.00 |

| | | | | |
|---|---|--------------|----|--------------|
| MF-HW-LC | MapFlex Server Hardware - Low Capacity | \$ 4,000.00 | 2 | \$ 8,000.00 |
| E10787 | SHELF, RACK MOUNT, 19", 1U, ADJUST 19"-38", VENTED, 175lbs, BLACK | \$ 263.33 | 2 | \$ 526.66 |
| 914956 | 1U Keyboard/LCD/Trackball/8-Port KVM | \$ 2,400.00 | 1 | \$ 2,400.00 |
| P10114/R | Backup Disk Solution for Windows Server (Rack-Mount) | \$ 4,533.33 | 1 | \$ 4,533.33 |
| 914148 | Firewall Appliance | \$ 1,800.00 | 1 | \$ 1,800.00 |
| 914148/CD | Call Handling Firewall - Media Set | \$ 133.33 | 1 | \$ 133.33 |
| 914143 | Symantec EndPoint Protection Manager (EPM) - 1 year Year 1 | \$ 84.00 | 13 | \$ 1,092.00 |
| QBOM INSTALL MAT | MISC MATERIAL | \$ 4,000.00 | 1 | \$ 4,000.00 |
| Support | | | | |
| P10219 | Power Metrics Suite - Annual access contract per PSAP Year 1 | \$ 1,280.00 | 1 | \$ 1,280.00 |
| P10222 | Power Metrics - 5-9 pos. annual service per PSAP Year 1 | \$ 3,066.67 | 1 | \$ 3,066.67 |
| ITXTARF2 | TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (5-10 Seats) Year 1 | \$ 5,200.00 | 1 | \$ 5,200.00 |
| 950999/SUB1/1 | Software Subscription Service - /Position Year 1 | \$ 2,100.00 | 5 | \$ 10,500.00 |
| 950999/PRO1/1 | Software Protection and Remote Technical Support - /Position Year 1 | \$ 840.00 | 5 | \$ 4,200.00 |
| 950999/HPSA1/1 | Hardware Protection Stand Alone System - /Position Year 2 | \$ 560.00 | 5 | \$ 2,800.00 |
| CCC-PRM-ONS-INTRADO LIFE AND SAFETY SOLUTIONS CORP-WARR-SUPPORT | CenturyLink Onsite Support | \$ 8,231.33 | 1 | \$ 8,231.33 |
| Implementation | | | | |
| QINTR-INTRADO LIFE AND SAFETY SOLUTIONS CORP | Integration | \$ 18,057.82 | 1 | \$ 18,057.82 |
| | Staging | \$ - | | \$ - |
| 950858 | Backroom Staging - Additional work when no Cabinet | \$ 1,666.67 | 1 | \$ 1,666.67 |
| 950852 | Front Room Equipment Staging - Per Position | \$ 333.33 | 5 | \$ 1,666.65 |
| | Installation | \$ - | | \$ - |
| 950104 | Professional Services (per Day) | \$ 2,000.00 | 6 | \$ 12,000.00 |
| 960575 | Living Expense per Day per Person | \$ 200.00 | 8 | \$ 1,600.00 |
| 960580 | Travel Fee per Person | \$ 1,666.67 | 1 | \$ 1,666.67 |
| P10121 | Remote MapFlex Configuration | \$ 2,000.00 | 1 | \$ 2,000.00 |
| | eLearning | \$ - | | \$ - |
| 960108/3 | Three (3) Hours of eLearning | \$ 526.67 | 1 | \$ 526.67 |
| | Call Taker and Admin Training | \$ - | | \$ - |
| 960780 | Power 911 Administrator Training | \$ 2,000.00 | 1 | \$ 2,000.00 |
| 960801 | Power 911 User Training | \$ 2,000.00 | 2 | \$ 4,000.00 |
| P10090 | MapFlex 9-1-1 Administrator Training | \$ 2,000.00 | 1 | \$ 2,000.00 |
| 960575 | Living Expense per Day per Person | \$ 200.00 | 6 | \$ 1,200.00 |
| 960580 | Travel Fee per Person | \$ 1,666.67 | 1 | \$ 1,666.67 |
| | CCS Training | \$ - | | \$ - |
| P10087 | CCS Training | \$ 2,000.00 | 1 | \$ 2,000.00 |
| 960575 | Living Expense per Day per Person | \$ 200.00 | 3 | \$ 600.00 |
| 960580 | Travel Fee per Person | \$ 1,666.67 | 1 | \$ 1,666.67 |
| | Project Management Services | \$ - | | \$ - |
| 950510 | Project Management Services | \$ 2,833.00 | 1 | \$ 2,833.00 |

| Shipping and Handling | | | | |
|------------------------------|---------------------|-------------|---|--------------------------------------|
| Shipping & Handling | Shipping & Handling | \$ 2,460.37 | 1 | \$ 2,460.37 |
| | | | | |
| | | | | |
| | | | | Materials Total |
| | | | | \$109,348.92 |
| | | | | Support Services Total |
| | | | | \$35,278.00 |
| | | | | Implementation Total |
| | | | | \$57,150.82 |
| | | | | Shipping and Handling Total |
| | | | | \$2,460.37 |
| | | | | |
| | | | | Grand Total Price to Customer |
| | | | | \$204,238.11 |

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative:

Customer Signature:

Job Title:

Date:

CenturyLink Representative:

CenturyLink Signature:

Job Title:

Date:



Customer Notes / Project Description

This quote is to do a hardware refresh for Levy County FL 911. we will also be adding TXT 2 911. 1 year of vendor support services have been quoted along with 1 year of CTL feet on the street. This quote upgrades VIPER, Power 911, and MapFlex software to the latest approved versions, replaces all hardware with new, replaces the CIMs with 911 ingress via SIP, and replaces Power MIS with Power Metrics Basic. customer will be moving to the INtrado Esinet directly with Intrado.

STATEMENT OF WORK
Public Safety Installation and Maintenance SOW
Agreement Pramata ID # 1246804
Quote Number: 57431420

1. OVERVIEW

This Statement of Work ("SOW") sets forth the scope of work and terms and conditions of the Services to be provided to Levy County by CenturyLink Communications. This SOW is subject to and governed by the Agreement and the applicable Service Attachments by and between Customer and CenturyLink containing terms and conditions that apply specifically to the provision of Services (the "Agreement"). Capitalized terms not defined in this SOW are defined in the Agreement or applicable Service Attachment.

1.1 Locations:

9150 NE 80TH AVE, Bronson Florida 32621

2. DESCRIPTION OF WORK

2.1 Scope

This SOW encompasses the following activities to be performed by CenturyLink as described in this section below ("Tasks"), which collectively shall be defined as the "Service(s)." All work not identified in this section is out of scope and anything additional would require a SOW Change Request to be signed. Under this SOW, CenturyLink will provide the Services for Levy County Hardware Software Refresh.

2.1.1 Project Overview

- Project Plan and Schedule
 - The CenturyLink assigned Project Manager will host a kick-off meeting with Customer to agree in writing to a Project plan and schedule.
- Pre-Site Survey
 - CenturyLink techs will complete the pre site survey.
- Current Environment
 - The existing equipment room will house the new equipment, and no changes will need to be made.
- Contracted Solution
 - CenturyLink will perform a hardware software refresh which includes replacing servers, gateways, switches, and back room equipment. CenturyLink will also provide upgraded software subscriptions and licenses. CenturyLink will provide new workstations. CenturyLink will also install TXT 2 911, equipment only.
- Network Overview
 - Customer is currently using CAMA trunks. Customer is working with Intrado to install the Intrado Esinet and will no longer use CAMA trunks.
- Training Overview
 - CenturyLink, through its vendor Intrado will provide one admin training class for Power911 and Mapflex.
 - CenturyLink, through its vendor Intrado will provide two Power911 user trainings.
 - CenturyLink, through its vendor Intrado will provide one CCS training.
- Expected Outcome
 - The outcome of this SOW will provide Customer with VIPER, Power 911, and MapFlex software to the latest approved versions, replace all hardware with new hardware, replace the CIMs with 911 ingress via SIP, and replace Power MIS with Power Metrics Basic. CenturyLink will also install TXT 2 911 with Intrado.

2.1.2 Installation

- Cabling



- CenturyLink will use existing cabling. If any new cabling is required Customer will be responsible providing the new cabling.
- Install
 - CenturyLink technicians will perform installation with the assistance of an Intrado on-site technician.
- Firewalls
 - Firewall will be installed from the Intrado quote.
- Remote Access
 - CenturyLink will provision a high-speed internet-based VPN Connection for Remote Monitoring and Maintenance.
- Exceptions
 - Consideration for integration between the 911 call handling equipment and customer owned telephone/voicemail systems need to be identified. There may be an additional expense to integrate both systems.
 - Unless specifically noted, no considerations have been made to the integration requirements between the 911 CPE and a backup PSAP.
 - USB Cable Length Limitations: The USB specification limits the length of a cable between USB 2.0 devices to 5 meters (or about 16 feet) and for USB 1.0 the limit is 3 meters (which is about 10 feet.)
 - 3rd Party Applications requiring serial connection are limited to 60 ft, if the application servers are beyond 60 ft additional equipment will be required.
- Backroom Equipment
 - CenturyLink will reuse the existing cabinet and install new servers, switches, routers, and all equipment that is listed on the customer quote.
- Front Room Equipment
 - CenturyLink will install new workstations and new monitors.
- Call Flow

Upon receipt of a Purchase Order, CenturyLink and 911 vendor will schedule a detailed call flow meeting to determine the customer's requirements for the 911 call handling system configuration. The CenturyLink Project Manager will schedule the detailed call flow meeting.
- Training
 - CenturyLink will set up temporary workstations in a training room as needed.
- Genovation Keypads
 - Customer will reuse their existing keypads.
- Headsets
 - Customer will reuse their existing headsets.
- Radio Headsets Integration
 - CenturyLink will provide handoff at the vendor sound arbitration box for headset integration
 - Customer must have their radio vendor terminate the radio to the sound arbitration box
- Radio System IRR
 - Customer will reuse their existing radio system IRR.
- CAD System
 - Customer will reuse their existing connections.
- 3rd Party MIS
 - CenturyLink will replace Power MIS with Power Metrics Basic.
- Master Recorder Interface (LVR)
 - Customer will reuse existing master recorder interface.
- Printer
 - Customer will reuse existing network printer.
- Time Sync – Master Clock



- Customer will reuse existing clock.
- Decommissioned Equipment
 - Customer will identify an onsite location where CenturyLink can place/store all decommissioned equipment
 - Customer will be responsible for the disposition of all decommissioned equipment
 - The existing system and applications will be decommissioned after system cutover
- CenturyLink 911 Network Services
 - Customer is currently using CAMA trunks. After the project is complete, Customer will no longer use CAMA trunks.
- ALI Circuits
 - N/A

2.1.3 Network

2.2 Customer is currently using CAMA trunks. After the project is complete, customer will no longer use CAMA trunks.

2.3 Engagement Team

Each party will designate and maintain a primary contact for this SOW ("Primary Contact"). The Primary Contact for each party will be a technical point of contact with sufficient knowledge, authority and access to address configuration issues, event notifications, system or infrastructure modifications and authentication of applicable systems. Each party will keep the contact information for their Primary Contact current.

CenturyLink:

| <i>CenturyLink Name</i> | <i>Title</i> | <i>Phone</i> | <i>Email</i> |
|-------------------------|----------------------|--|-------------------------------------|
| Joseph Dinelli | Account Manager, | T: +1 813 349 1424 C: +1 813 842 3155 | |
| Paul Winstead | Sales Engineer, | T: +1 252 822 0230 C: +1 252 450 5734 | |
| Chesley Johnson | Lead 911 Technician, | T: +1 352 368 8761 C: +1 352 484 8465 | W-Chesley.C.Johnson@centurylink.com |
| Charlie Knox | Sales Engineer | T: +1 720 888 3573 C: +1 407 247 0330 | Charles.knox@centurylink.com |

Vendor:

| <i>Vendor Name</i> | <i>Title</i> | <i>Phone</i> | <i>Email</i> |
|--------------------|--------------|--------------|--------------|
| | | | |

Customer:

| <i>Customer Name</i> | <i>Title</i> | <i>Phone</i> | <i>Email</i> |
|----------------------|--------------|--------------|--------------|
| | | | |

2.4 Project Timeline

CenturyLink will assign a Project Manager after receiving an Order. The Project Manager will develop the project schedule ("Project Timeline") and project plan with input from Customer. Depending on site readiness and availability of resources, the Project Timeline and plan provide between 6 to 8 months for system activation after receipt of the Order. Delays in site readiness and resource availability may impact the Project Timeline.

2.5 Customer Responsibilities

Customer acknowledges and agrees that its failure to perform its obligations as detailed in this SOW or applicable SOW Change Request may result in CenturyLink's inability to perform the Services. CenturyLink will not be liable for any failure to perform, including any SLAs, in the event Customer fails to fulfill Customer's obligations. The following conditions must be met by Customer throughout the term of the SOW.

- a) Customer will specifically identify and provide CenturyLink with access to all relevant Customer-controlled information, resources and locations required to complete this SOW and applicable SOW Change Request.
- b) Customer shall ensure production and disaster recovery environments are provisioned with servers, local incremental and replica storage, network connectivity, CPU and memory resources, and other infrastructure components; and replication is operational.
- c) Neither Customer nor its representatives will attempt in any way to circumvent or otherwise interfere with any security precautions or measures of CenturyLink relating to the Service or any CenturyLink equipment.
- d) CenturyLink is not responsible for the hardware, software licenses or vendor maintenance support for any devices unless specifically set forth in this SOW or applicable SOW Change Request.
- e) Customer will provide an environment in accordance with specifications set forth in this SOW and applicable SOW Change Request.
- f) Customer will allow CenturyLink reasonable access to each workstation for extended periods.
- g) Unless otherwise noted, customer will supply all physical layer station cabling to each work location, suggestion at a minimum of 4 data drops per location.
- h) Customer will provide adequate space for IT Cabinet(s)/Rack(s) example: Height = 7', Width = 24" and Depth = 42".
- i) Customer will provide adequate wall space for patch panels, shelves connecting blocks and wire management. If not, racking modification will be added at T&M rates.
- j) Customer will provide adequate pathways to the wall space and rack or cabinet for cabling.
- k) Customer will provide at minimum, one Broadband connection for VPN Tunnel with firewall for Remote Access / Monitoring and Maintenance.
- l) Unless identified as a CenturyLink responsibility, customer must provide all electrical requirements at their expense including proper ground bar access installed by others.
- m) Customer will provide stable power and true ground reference.
- n) Customer will be responsible to provide power distribution when required; this will include power strips, protection and miscellaneous equipment not listed in this proposal. This will include sufficient UPS and Generated Diverse Circuits to temporarily support both systems operation.
- o) Customer will be responsible for sufficient HVAC to support acquired equipment.
- p) Customer will be responsible for 2 dedicated circuits per rack located on the wall behind or racking above/near the cabinet or rack, 1 ea 120 Volt 60 Hz duplex receptacles NEMA 5-20R, UPS, 20 amp dedicated circuit for primary and secondary switches.
- q) Additional Testing & Training circuits if required will be at the customer's expense. Circuit requirements will be determined based on the manner of cutover and facility locations.
- r) Customer will allocate a safe, secure, and appropriate environment for storing the received equipment until onsite implementation and deployment.
- s) Customer will provide information and documentation required by CenturyLink within the specified timeframe agreed upon by CenturyLink and customer.
- t) Customer will designate a single point of contact to whom all CenturyLink communications may be addressed and who has authority to act on all aspects of the services for approval of all job change orders/notices.
- u) Customer will participate in implementation plan review and ensure customer responsibilities are assigned and prioritized with appropriate resources.
- v) Customer will identify internal resources to participate in the system acceptance testing when necessary.
- w) Customer will coordinate with any necessary vendors to be on site during the installation to assist with system integration (Radio Headset, CAD, LVR, etc.).
- x) When requested by CenturyLink, provide current customer site building layouts, including the floor plans, location of cables, cable records and power sources.
- y) If the customer has a 3rd Party provider such as a Telco, the customer is responsible for any costs labor or parts associated with issues related to the connections provided by that provider. Additional costs will be incurred if the customer expects CenturyLink to manage those issues.
- z) Unless requested for CenturyLink to provide, the customer is required to provide a NENA Standard NTP Network time source for any server location.

2.6 Project Assumptions

- a) Other CenturyLink resources (including but not limited to subcontractors to the extent pre-approved by Customer) will be utilized, as needed, to provide a full scope of technical expertise.
- b) No equipment is included in the Description of Work.
- c) If the Project extends beyond the timeline specified in this SOW due to delays caused by parties other than CenturyLink or its subcontractors, additional charges may apply and CenturyLink's ability to provide the Services and perform the Tasks herein may be affected.
- d) Business Hours means 9am to 5pm local time on business days. Outside of Business Hours means any hours that are not Business Hours. Installation Services will be performed during normal business hours.
- e) Each CenturyLink Resource will perform Tasks commiserate with the Resource's skill set.
- f) Shipping and Warehousing:
 - Parts will be received for staging at:
CenturyLink CPE Staging Center
11780 E 53rd Ave Dock Door 5
Denver, CO 80239
- g) The customer is willing to receive the equipment; they will be providing a secure location on site, but it must be removed from the pallets and placed in different locations for security reasons. CenturyLink techs will be responsible for getting the material received and removed from the Pallets.
- h) Once all parts are received in Oracle the Project Manager will coordinate shipping to the following location(s):
 - i) The customer will provide a disposal facility on site for the disposal of all equipment packaging.
 - j) The Site Survey and Call Flow are intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred wither by CenturyLink or the customer upon completion.
 - k) All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply and may incurred by the customer. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary.
 - l) Present shipping and installation intervals are at 15-20 weeks after CenturyLink receives the signed contracts and initial payments.
- m) Pricing assumes all conduits, sleeves, and under floor ducts to be provided and installed by the customer.
- n) Pricing includes labor and material for LVR physical connectivity; LVR installed by the customer or customers vendor.
- o) The customer must be aware that the line volume requirements are -.4 db for 911 trunks and -.6 db to -.8 db for admin lines. Identify levels for the 9-1-1 Call Handling as well as NCI codes for any nonstandard trunk delivery into the system. Include SIP specifications as well for customer network if applicable.
- p) Customer is to provide any existing issues particular of 3rd party providers such as Telco, PBX, CAD, or Radio on existing system that is expected to be resolved with the implementation of the new system.

3. TERM

3.1 Term

This SOW will remain in effect until the last Task of the Service is completed in accordance with the Project Timeline set forth above (the "Service Term").

4. ACCEPTANCE/SLA

Customer has 10 days after completion of a Task (or each recurring portion thereof) to notify CenturyLink of any deficiency regarding such Task. Written notice will describe with specificity the deficiency to the reasonable satisfaction of CenturyLink. All Tasks are deemed accepted unless Customer provides CenturyLink with notice to the contrary within this 10 day period.

Where CenturyLink receives timely notice of a deficiency, CenturyLink will use commercially reasonable efforts to remedy the deficiency. If no such remedy is practicable or if CenturyLink is unable to remedy after using commercially reasonable efforts to do so, in CenturyLink's discretion, Customer will be entitled to a credit equal to the fees paid for the affected Task. The foregoing remedies are Customer's sole and exclusive remedy in the event of any Task deficiency. The foregoing remedies do not apply if a deficiency is due to: (a) the acts or omissions of Customer, its employees, customers, contractors or agents; (b) Customer fails to fulfill Customer Responsibilities as detailed in this SOW; (c) the failure of equipment, applications or systems not owned or controlled by CenturyLink; or (d) force majeure event.

At the completion of the Project, Customer will sign the Project Completion Form attached as Appendix A.

5. CONTROLS

5.1 Status Reports

The Primary Contacts will attend periodic status meetings to discuss progress, or designate the appropriate personnel to conduct such review, and address any other issues that arise during the Service Term. The Primary Contacts will also identify all resources needed to make decisions on its behalf in a timely fashion.

5.2 Change Control

Either party may, at any time, request changes to this SOW by submitting a written change request ("SOW Change Request") which identifies in reasonable detail each of the following and a sample of which is attached hereto as Appendix B:

- Summary of the requested change;
- Why the change is needed;
- When the change is needed; and
- Modifications to pricing, schedule, and terms and conditions.

For Customer requested changes, CenturyLink will evaluate the SOW Change Request, considering the feasibility of the change and impact on other Project components. Whether changes are requested by Customer or CenturyLink, CenturyLink will prepare a SOW Change Request documenting the revisions to the SOW. Changes to the SOW become effective when the SOW Change Request is accepted in writing by Customer and CenturyLink. In the event of any conflicts or inconsistencies, the terms of an executed SOW Change Request prevail over those of this SOW.

While performing the Services, if CenturyLink encounters (a) any concealed or unknown conditions, (b) a Customer Responsibility contained in this SOW that is not met or (c) a delay caused by Customer, then the scope, schedule or fees may be adjusted as necessary by execution of a SOW Change Request by the parties. If the parties cannot agree to the SOW Change Request, CenturyLink will not be obligated to deliver the affected Services.

6. LIMITATIONS OF LIABILITY

Notwithstanding any cap on damages set forth in the underlying Agreement or in the applicable Service Attachment, the parties agree that each party's total aggregate liability arising from or related to this SOW will be limited to the total charges paid or payable under this SOW. In the event of a conflict between this provision and the underlying Agreement or applicable Service Attachment, this provision will prevail.

7. MISCELLANEOUS

Notwithstanding anything to the contrary, the parties expressly agree that nothing in this SOW will convey, be construed to convey, or otherwise transfer any intellectual property or other proprietary rights held by CenturyLink, its vendors or licensors.

CenturyLink is not responsible for any loss or corruption of data or information. CenturyLink's obligations related to data are exclusively governed by the applicable security and compliance terms and conditions in the Agreement unless otherwise set forth in this SOW. CenturyLink makes no representation, warranty, or guarantee that any Task performed under this SOW comply with or satisfy any applicable governmental or industry data security standard. If such Tasks include security services provided by CenturyLink, Customer acknowledges that CenturyLink may not identify all possible incidents or vulnerabilities and CenturyLink expressly disclaims any responsibility for any unidentified or misidentified incidents or vulnerabilities. If CenturyLink provides an assessment, certification, report, or similar material to Customer, such material is developed in good faith as to its accuracy at the time of inspection or review by CenturyLink and provided AS IS.

HIPAA. To the extent the Services involve the ongoing storage of or routine access to PHI (as defined under the Health Insurance Portability and Accountability Act of 1996, as amended, "HIPAA"), or CenturyLink is otherwise acting as a Business Associate (pursuant to HIPAA), CenturyLink will agree to the terms in its then-current Business Associate Agreement upon Customer's request.

Customer consents to CenturyLink's and its affiliates or subcontractors' use and transfer to the United States, or other countries, data or information (including Customer contact information such as names, phone numbers, addresses and/or email addresses) of the Customer for the sole purpose of: fulfilling its obligations under the Agreement; and (ii) providing information to Customer about CenturyLink's products and services. Customer represents that it will ensure that all information provided to CenturyLink is accurate at all times and that any business contact has consented to CenturyLink's processing of such information for such purposes.



8 AUTHORIZATION

This SOW will not become effective until CenturyLink and Customer have executed the Agreement and the applicable Service Attachments. This SOW is effective on the date the last party signs it (the "effective date").

Acknowledged & Agreed:

Customer: Levy County

CenturyLink Communications, LLC

Signature

Signature

Print Name

Print Name

Title

Title

Date

Date



APPENDIX A

Project Completion Form

Please sign below to confirm your acceptance that CenturyLink has completed the Project in accordance with the SOW for Customer dated _____.

COMPLETION DATE _____

Acknowledged & Agreed

CUSTOMER NAME AND ADDRESS

Signature

Title

Print Name

Date



APPENDIX B – SOW CHANGE REQUEST SAMPLE

**STATEMENT OF WORK
>>ENTER SOW NAME<<**

**Agreement Pramata ID # >>ENTER # <<
Quote Number: >>ENTER # IF APPLICABLE<<**

1. SOW CHANGE REQUEST OVERVIEW

This SOW Change Request >>ENTER # OF CHANGE REQUEST<< sets forth the changes to the Statement of Work for the Services for the >>ENTER PROJECT NAME<< ("Project") executed by CenturyLink and >>ENTER CUSTOMER NAME<< on >>ENTER EFFECTIVE DATE OF THE UNDERLYING SOW << ("SOW"). In the event of any inconsistencies between the terms of this or any prior SOW Change Request(s) and the initial SOW, the terms of this SOW Change Request will govern. Except as modified within this or a prior SOW Change Request, all the terms of the initial SOW shall remain unchanged. Any capitalized term not defined shall have the meaning assigned in the SOW or Agreement.

This SOW Change Request encompasses the following amended description of the Services, which collectively shall be defined as the "Change in Service".

2. DESCRIPTION OF CHANGES TO SOW

This SOW Change Request shall include the following changes:

2.1 SCOPE.

| Task | Description |
|--------|-------------|
| Task 1 | |
| Task 2 | |
| Task 3 | |

2.2 Project Timeline: >>ENTER <<

2.3 Customer Responsibilities: >>ENTER <<

2.4 SOW Change Request Project Assumptions: >>ENTER <<

3. CHANGE REQUEST PROJECT PRICING

3.1 SOW Change Request for Services Fees: >>ENTER <<

3.2 SOW Change Request Expenses: >>ENTER <<

Any pricing quoted within this SOW Change Request is valid until >>ENTER OFFER END DATE<<

4. AUTHORIZATION

This SOW Change Request will not become effective until CenturyLink and Customer have executed the Agreement, applicable Service Attachments, and the initial SOW. This SOW Change Request is effective on the date the last party signs it (the "effective date").

Acknowledged & Agreed:

Customer: >>ENTER NAME<<

CenturyLink Communications, LLC

Signature

Signature

**AMENDMENT TO
LUMEN MASTER SERVICE AGREEMENT
PUBLIC SAFETY VERSION**

This Amendment is between **CenturyLink Communications, LLC** ("CenturyLink") and **LEVY COUNTY** ("Customer"). It amends the applicable Master Service Agreement, as determined by CenturyLink records and as may have been previously amended (the "Agreement"). It is effective on the date the last party signs it (the "Amendment Effective Date"). This Amendment provides the terms and conditions applicable to Customer's purchase of products and services identified in this Amendment ("Services") from CenturyLink. Except as set forth in this Amendment, capitalized terms will have the definitions assigned to them in the Agreement. CenturyLink may withdraw this offer if Customer does not execute and deliver the Agreement to CenturyLink on or before December 4, 2020 ("Cutoff Date").

1. Addition of Service Attachments. Section 2 of the Agreement is revised to add the following Service Attachment(s) to the Agreement:

- **SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE**

2. Billing Change Date. Except for Services provided by CenturyLink affiliate Level 3 Communications, LLC ("Level 3"), any changes to pricing of Customer's existing Services will be effective on the second full billing cycle following the Amendment Effective Date ("Billing Change Date.") See the Level 3 Order for pricing and price changes for Level 3 Services.

3. Miscellaneous. All other terms and conditions in the Agreement will remain in full force and effect and be binding upon the parties. This Amendment and the Agreement set forth the entire understanding between the parties as to the subject matter, and if there are any inconsistencies between the two documents, the terms of this Amendment will control. This Amendment may be executed in one or more counterparts, all of which taken together will constitute one instrument. Digital signatures and electronically exchanged copies of signed documents will be sufficient to bind the parties to this Agreement.

**CENTURYLINK COMMUNICATIONS, LLC D/B/A LUMEN
TECHNOLOGIES GROUP**

LEVY COUNTY

Authorized Signature

Authorized Signature

Name Typed or Printed

Name Typed or Printed

Title

Title

Date

Date

| FOR INTERNAL CENTURYLINK REFERENCE | |
|--|---------|
| Contract ID(s) of Agreement being amended: | 1246804 |

**AMENDMENT TO
LUMEN MASTER SERVICE AGREEMENT
PUBLIC SAFETY VERSION
SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE**

1. Products and Services Description.

1.1 Product Sales. CenturyLink will provide and Customer will purchase the hardware and/or software ("Products") specified in the valid CenturyLink-issued Quote. Customer will purchase Products to provide public safety emergency communications services.

1.2 Installation. CenturyLink will install Products specified in the valid CenturyLink-issued Quote under the Installation Terms and Conditions described in Addendum 1. Products delivered to Customer will be available at site on the estimated installation dates identified in Addendum 1.

1.3 Maintenance Services.

(a) Onsite Maintenance. CenturyLink will provide onsite maintenance services for the Products specified in the valid CenturyLink-issued Quote under the CenturyLink Centurion On-Site Maintenance Terms and Conditions in Addendum 2.

(b) Vendor-provided Remote Maintenance. CenturyLink will charge Customer for any vendor-provided supplemental remote maintenance included as part of this Service Schedule. Supplemental maintenance provided by vendors will be under vendor's terms and conditions. Supplemental maintenance terms and conditions for the following vendors are at the websites below, or any successor websites designated by the vendors:

- Cisco terms and conditions are available at "Cisco Smart Net Total Care" under technical support services at <http://www.cisco.com/c/en/us/about/legal/service-descriptions.html>
- West (formerly Intrado) terms and conditions are available at <https://www.west.com/legal-privacy/terms/#call-handling>

2. Service Term. The term of the Products will commence on upon execution of this Service Schedule and will continue until expiration of the last ordered Maintenance Term as specified in the valid CenturyLink-issued Quote ("Service Term").

3. Billing and Payment. Customer will pay the monthly recurring charges ("MRCs") and non-recurring charges ("NRCs") related to the Services set forth in the valid CenturyLink-issued Quote in accordance with this Service Schedule. All charges are due within 30 days of the invoice date and in accordance with the Payment Schedule on Addendum 3.

4. Customer Responsibilities. Customer will (a) ensure that its personnel are available to receive delivery of Products at site, at a date and time to be determined between CenturyLink and Customer; (b) grant reasonable right of entry to CenturyLink's representatives to deliver the Products or perform all services contemplated under or by virtue of this Service Schedule, or both, and will make available a reasonable amount of appropriate, secure space for storage of Products or parts as necessary; and (c) ensure proper site preparation and meet and maintain proper environmental conditions, including air conditioning, cleanliness, temperature requirements, and electrical requirements as indicated by the manufacturers of Products specified in the valid CenturyLink-issued Quote. Customer agrees to follow the National Emergency Numbering Association ("NENA") recommendations and guidelines for site preparation as set forth in the NENA Technical Information Document 04-502, which can be found at www.nena.org.

5. Title, Invoicing and Security Interest. Ownership and all risk of loss of Product will transfer to Customer upon delivery, except damage caused by CenturyLink, its agents or subcontractors. Until Customer pays CenturyLink in full for any Product, Customer (a) grants to CenturyLink a continuing security interest in such Product, including additions, replacements and proceeds; (b) authorizes CenturyLink to file a financing statement with or without Customer's signature, and (c) will not transfer the Product or change its name or organizational status except upon at least 30 days prior written notice to CenturyLink.

6. Health and Safety Compliance. CenturyLink and Customer will adhere to all applicable health and safety laws, rules and regulations including the Occupational Safety and Health Administration's (OSHA) rules and regulations. Customer agrees to certify that there is no asbestos on any premises in any areas where CenturyLink will be working. In the event Customer will not certify an asbestos free environment or asbestos is discovered in the CenturyLink work area, there may be additional costs to perform under this Service Schedule in compliance with OSHA's rules and regulations. Customer understands and agrees this Service Schedule does not include the prices attributable to working in an asbestos environment including, but not limited to, asbestos sampling, testing, cleanup, or rerouting or delays caused by any of the above. Customer understands and agrees that prices attributable to any of the above will be in addition to the price agreed to herein and Customer agrees to pay the additional amounts. Customer's non-compliance with this provision will be considered as Customer's default under this Service Schedule.

7. Customer Acceptance. CENTURYLINK AND CUSTOMER MUST REVIEW AND SIGN THE CUSTOMER ACCEPTANCE FORM. THE CUSTOMER ACCEPTANCE FORM OUTLINES CENTURYLINK'S ACCEPTANCE POLICY AND IS INCORPORATED BY REFERENCE INTO THIS SERVICE SCHEDULE. IF THERE IS A CONFLICT BETWEEN THE TERMS OF THE CUSTOMER ACCEPTANCE FORM AND THE TERMS OF THIS SERVICE SCHEDULE, THE TERMS OF THIS SERVICE SCHEDULE WILL CONTROL. CUSTOMER MUST NOTIFY CENTURYLINK IN WRITING AND SPECIFY ANY PORTIONS OF THE PRODUCTS LISTED IN THE VALID CENTURYLINK-ISSUED QUOTE THAT ARE UNACCEPTABLE. IF CUSTOMER DOES NOT NOTIFY CENTURYLINK WITHIN 10 BUSINESS DAYS FROM THE INSTALLATION DATE OR DELIVERY DATE, WHICHEVER IS APPLICABLE, PRODUCTS WILL BE DEEMED ACCEPTED. ANY PRODUCT INSTALLED BY CENTURYLINK IS CONSIDERED ACCEPTABLE AND BILLABLE IF IT IS INSTALLED AND OPERATES MATERIALLY IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS.

**AMENDMENT TO
LUMEN MASTER SERVICE AGREEMENT
PUBLIC SAFETY VERSION
SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE**

CENTURYLINK RESERVES THE RIGHT TO CORRECT ANY PORTION OF A PRODUCT THAT HAS BEEN REJECTED BY CUSTOMER. ANY PORTION OF A PRODUCT THAT HAS NOT BEEN REJECTED BY CUSTOMER AND IS FUNCTIONALLY DIVISIBLE WILL BE DEEMED ACCEPTED AND MAY BE INVOICED SEPARATELY. MOVES AND CHANGES ARE CONSIDERED ACCEPTED WHEN THE DESCRIBED WORK IS MATERIALLY COMPLETED. ANY PORTION OF A PRODUCT THAT IS FOUND TO BE UNACCEPTABLE AFTER THE 10-DAY ACCEPTANCE PERIOD MAY BE REPORTED TO THE CENTURYLINK E911 CALL CENTER AT 1-800-357-0911.

8. Adds; Changes. Any changes to a Product order or installation request, including an increase in quantity, must be by written amendment or by submitting a 911 CPE purchase order ("Purchase Order") to CenturyLink. The amendment or Purchase Order will be signed by authorized representatives of both parties and made a part of this Service Schedule.

9. Right to Subcontract. It is specifically agreed that CenturyLink may subcontract all or any portion of the work without the prior written consent of Customer. CenturyLink will remain responsible for the work of any subcontractor.

10. HIPAA. To the extent the Services involve the ongoing storage of or routine access to PHI (as defined under the Health Insurance Portability and Accountability Act of 1996, as amended, "HIPAA"), or CenturyLink is otherwise acting as a Business Associate (pursuant to HIPAA), CenturyLink will agree to the terms in its then-current Business Associate Agreement upon Customer's request.

11. Liabilities. OPERATION OF PUBLIC SAFETY SYSTEMS, CUSTOMER PREMISES SERVICES AND PRODUCTS IS THE SOLE RESPONSIBILITY OF CUSTOMER. CENTURYLINK'S SOLE UNDERTAKING IS LIMITED TO PROVIDING THE PRODUCTS SOLD AND INSTALLATION AND MAINTENANCE OF THE PRODUCTS IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THIS SERVICE SCHEDULE. THE PROVISION OF PRODUCTS SOLD AND SERVICES PERFORMED BY CENTURYLINK TO CUSTOMER WILL NOT BE INTERPRETED, CONSTRUED, OR REGARDED, EITHER EXPRESSLY OR IMPLIED, AS BEING FOR THE BENEFIT OF, OR CREATING ANY CENTURYLINK OBLIGATION TOWARD ANY THIRD PARTY OR LEGAL ENTITY OTHER THAN CUSTOMER. CENTURYLINK'S OBLIGATIONS EXTEND SOLELY TO CUSTOMER. CENTURYLINK'S ENTIRE LIABILITY FOR ANY CLAIM OR LOSS, DAMAGE OR EXPENSE FROM ANY CAUSE WHATSOEVER WILL IN NO EVENT EXCEED THE HIGHER OF THE REPAIR OR REPLACEMENT COST OF THE ITEM WHICH DIRECTLY GIVES RISE TO THE CLAIM. ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS.". CenturyLink is not responsible for any Product or Service defects or damages resulting from mishandling, abuse, misuse, accident, electrical power surges or current fluctuations, Force Majeure Events, improper storage, or operation, including use in conjunction with equipment electrically or mechanically incompatible with or of inferior quality to the supplied equipment or failure to maintain the environmental conditions specified by the manufacturer or licensor.

12. Software License. One or more of the Products may be or may contain software. In some cases the Products manufacturer (CenturyLink's vendor) has embedded such software into the hardware as an integral part of the Products. All software remains the property and full ownership of the creator, developer, manufacturer, or copywriter, whichever the case may be. If required by creator, developer, manufacturer or copywriter, a license must be agreed to by the end-user (CenturyLink's Customer), to use such software and may contain specific terms and conditions for such use. These specific terms and conditions for use are governed entirely by said creator, developer, manufacturer, or copywriter and will be adhered to by both parties. Upon the requirement of creator, developer, manufacturer or copywriter to execute a software license agreement by end-user, such license must be executed by CenturyLink's Customer as required, and will become a part of this Service Schedule by reference.

13. Other Terms.

13.1 Cancellation and Termination Charges. This Section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Cancellation and Termination Charges. Either party may terminate Service: (a) as set forth within this Service Schedule with 60 days' prior written notice to the other party, or (b) for Cause. If Service is terminated by Customer for any reason other than for Cause or by CenturyLink for Cause prior to conclusion of the applicable Service Term, then Customer will pay the termination charges, in addition to any and all charges that are accrued but unpaid as of the termination date. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Addendum).

13.2 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

13.3 Conflicts. If a conflict exists among the provisions of the Service Attachments, the order of priority will be as follows: this Service Schedule and its Addendums, the general terms of the Agreement, SLA, SOW (if any) and Order Form, as applicable, and then any other documents attached or expressly incorporated into the Agreement.

**AMENDMENT TO
LUMEN MASTER SERVICE AGREEMENT
PUBLIC SAFETY VERSION
SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE**

**ADDENDUM 1
INSTALLATION TERMS AND CONDITIONS**

- 1. CenturyLink's Responsibilities.** CenturyLink will ensure that the Products set forth in valid CenturyLink-issued Quote have been installed according to the manufacturer's specifications.

- 2. Time and Materials Charges.** Additional time and materials charges are applicable under the following circumstances:
 - 2.1** Any modifications to building's electrical system required to install listed Products that are not properly performed or provided by Customer;

 - 2.2** Drilling of access holes and provisioning of suitable conduit (if required) from equipment room to dispatch center for cable access that are not properly performed or provided by Customer; or

 - 2.3** Customer requests that CenturyLink connect the Products to voice recorder equipment which was not purchased under this Service Schedule.

- 3. Target Dates.**
 - 3.1** Installation begin date (estimated): TBD
 - 3.2** Installation complete date (estimated): TBD

**AMENDMENT TO
LUMEN MASTER SERVICE AGREEMENT
PUBLIC SAFETY VERSION
SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE
ADDENDUM 2
CENTURION™ ON-SITE MAINTENANCE SERVICE TERMS AND CONDITIONS**

1. General; Definitions. Capitalized terms not defined herein are defined in the Service Schedule or Agreement.

"Best Effort Network" means any private or public network that cannot sustain Quality of Service (QoS) for time sensitive traffic from one end point to another.

"Cause" means the failure of a party to perform a material obligation under the Service Schedule, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice.

"Center" means the CenturyLink Customer Service Center.

"Covered Hours" means (a) for standard maintenance, 8:00 am to 5:00 pm Local Time, Monday through Friday, excluding CenturyLink-observed holidays; or (b) for premium maintenance, 24 hours per day, 7 days per week, including CenturyLink observed holidays.

"Covered Product" means CPE hardware and software manufactured by a CenturyLink approved vendor and is part of CenturyLink's standard portfolio for which CenturyLink will provide maintenance coverage as described herein.

"CPE" means any customer equipment, software, and/or other materials of Customer used in connection with the Service.

"End of Life" or "EOL" means equipment or software that is no longer available or supported by the manufacturer or producer.

"End of Sale" or "EOS" means new equipment or software that is no longer available for purchase from the manufacturer or producer but support and replacement equipment is available from the manufacturer or producer.

"Engagement" means when the Center confirms with Customer entitlement to support and technician assignment.

"Field Replaceable Unit" means a circuit board, part, or assembly that can be quickly and easily removed and replaced by a technician without having to send the entire product or system to a repair facility.

"Lease" means a separate agreement with a CenturyLink preferred leasing vendor to finance Service.

"Local Time" means the time zone in which Covered Product is located.

"Maintenance Release" means an incremental release of Software that provides maintenance fixes or corrective content and may provide additional Software features.

"MD" means that the Covered Product or Software has been designated by the vendor as no longer supportable by manufacturing, design, and related processes. Covered Product designated as MD is no longer available for sale. Software designated as MD may no longer be available for upgrades or expansion, depending on the current state of the software.

"Non-Standard Products" means hardware or software purchased from CenturyLink that is not part of CenturyLink standard product portfolio and is no longer available for new sale or limited support through the manufacturer.

"Response" means the period of time between (a) when CenturyLink and Customer determine remote diagnostic efforts are inadequate to resolve reported problem, a Field Replaceable Unit is identified for replacement or a Maintenance Release is needed; and (b) when CenturyLink technician arrives at the site of the Covered Product.

"Service" means CenturyLink maintenance of the Covered Product, which may include embedded software, in accordance with the manufacturer's specifications.

"System Integrity" means: (a) CenturyLink is the Customer's channel partner of record for Covered Product; and (b) all system hardware is covered by this Service or other CenturyLink maintenance services.

"Zip-to-Zone Guide" means the matrix used by CenturyLink to determine Service and Service Level Objective availability. Availability information will be provided to Customer upon request.

2. Service and Scope. CenturyLink will provide maintenance on the Products listed in the valid CenturyLink-issued Quote (the "Covered Products.")

3. Term of Centurion On-Site Maintenance Service. CenturyLink will provide Centurion On-Site maintenance service for the number of months specified in the valid CenturyLink-issued Quote (the "Maintenance Term") beginning upon Customer Acceptance of Products. The Maintenance Term may be renewed for annual terms by written amendment. The rates and charges may be revised at the time of renewal and any renewal will specify any change in compensation or charges payable to CenturyLink. If Customer requests additional maintenance service after the expiration of the Maintenance Term ("Post Maintenance Term"), each Post Maintenance Term request will be subject to CenturyLink's approval, the terms of this Schedule will apply, and charges will be on a time and material basis at CenturyLink's then-current time and material rates until a new Schedule is in place. If Customer orders EOL/EOS under this Schedule, the EOL/EOS Term is limited to one-year at a time. All EOL/EOS maintenance and all renewal amendments must be approved by CenturyLink.

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4. **System Integrity.** To receive Service from CenturyLink, Customer agrees to maintain System Integrity. CenturyLink reserves the right to deny Service if Customer fails to maintain System Integrity including but not limited to adding hardware and software not provided by CenturyLink. CenturyLink may request Customer to provide documentation demonstrating System Integrity.

5. **Service Warranty.** CenturyLink warrants that Service will be: (a) provided in a professional manner in accordance with CenturyLink's standard procedures, (b) performed by appropriately knowledgeable and skilled personnel, and (c) conform to the standards generally observed in the industry for similar services.

6. **CenturyLink Responsibilities.** CenturyLink will perform the following tasks:

- Accept trouble reports 24 hours per day, 7 days per week, including CenturyLink observed holidays
- Perform trouble isolation during Covered Hours
- If CenturyLink and Customer determine an on-site Response is required, CenturyLink will complete Response during Covered Hours (a) for standard maintenance, the next business day provided such determination was made before 3:00 PM; or (b) for premium maintenance, within four hours
- CenturyLink will make a reasonable effort to arrive at Customer's site with all required replacement parts

7. **Customer Responsibilities.** Customer will perform the following tasks:

- Provide information to assist CenturyLink in determining Service entitlement
- Provide serial numbers and specific location of the Covered Product
- Assist CenturyLink in accessing the Covered Product remotely either by modem or Internet
- Provide 30-day notice to CenturyLink of any changes to the Covered Product
- Provide five-day notice to CenturyLink of any changes to the personnel authorized to contact CenturyLink
- Perform due diligence to protect the Covered Product from abuse and misuse
- Comply with all manufacturer environmental requirements

8. **Trouble Reports.** Customer will report problems with the Covered Product to Center and CenturyLink will follow then-current methods and procedures to resolve the trouble report. CenturyLink will work each reported problem based on priority as defined in this section.

8.1 **Priority 1 (High) – Service Outage:** A service outage is the most critical event and is assigned to problems that severely affect service, capacity, billing, and maintenance capabilities. Customer's staff must be available as required by CenturyLink to aid in problem diagnosis and provide remote or on-site access to the Covered Product. Examples of priority one events are:

- Total network element outage
- Any loss of safety or emergency capability (e.g., emergency calls such as 911 in North America)
- Total loss of the ability of the system to provide any required critical major alarms

8.2 **Priority 2 (Medium) – Service Affecting Impairment:** These are issues that affect system operation, maintenance or administration and require immediate attention. Their priority is lower than a service outage because, while impacted by the service issue, Customer is not inhibited from conducting business. Examples of priority two events are:

- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Failure resulting in dynamic routing, switching capability or transport loss
- System restarts, whether or not the system has recovered or not, and where root cause has not been defined

8.3 **Priority 3 (Low) – Service Affecting Intermittent Impairment:** These are issues that intermittently affect system operation, maintenance or administration. Due to their transient nature, resolution of these issues may be protracted. Examples of priority three events are:

- Traffic impacting system restarts
- Disruption of billing or accounting capability

8.4 **Priority Level 4 – Customer Inquiry:** These are issues that require CenturyLink technical assistance such as software application issues that do not impact service or follow-up to all other reported problems.

9. **Preventative Maintenance Option.** Manufacturer of the Covered Product may provide guidance on methods and procedures that must be completed to protect warranties and extend the useful life of the Covered Product. CenturyLink will provide preventative maintenance information and or guidelines per manufacturer requirements.

10. **Service Level Objective (SLO).** CenturyLink will make commercially reasonable efforts to (a) complete Engagement within one hour after Customer initiation of a trouble report; or (b) complete Response during Covered Hours (i) for standard maintenance, the next business day provided need for Response was determined before 3:00 PM; or (ii) for premium maintenance, within four hours after determination by Customer and the Center that such Response is required.

11. **Remote Access Device.** As part of the Service, CenturyLink may install a Remote Access Device ("RAD") at Customer location to allow CenturyLink to remotely diagnose and resolve problems on Covered Product. When connected to the Internet, the RAD initiates contact with the CenturyLink management platform. After authentication, a secure tunnel between the CenturyLink management

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platform and RAD is established. The RAD cannot accept incoming requests and is coded to only contact the CenturyLink management platform. Customer must return the RAD to CenturyLink within 30 days of termination of the Service. If the RAD is not returned to CenturyLink, Customer will be charged \$500, unless otherwise agreed to by CenturyLink and Customer.

12. Problem Isolation Billing; Service Exclusions. In the event CenturyLink spends time (a) isolating problems to equipment, software, or LAN/WAN elements that are not part of the Covered Product, or (b) associated with Service exclusions, Customer will pay CenturyLink for such effort at then-current time and material rates. Service exclusions include:

- CPE hardware not listed on the valid CenturyLink-issued Quote
- CPE software not listed on the valid CenturyLink-issued Quote unless embedded in the Covered Product
- Products missing serial numbers or other identification required by the manufacturer
- Problems caused by integration with non-CenturyLink provided hardware or software
- Problems associated with Operating Systems not provided by CenturyLink
- Product failure due to manufacturer excluded causes such as accident, abuse or misuse
- Product failure due to non-compliance of electrical or environmental requirements
- Product usage not in accordance to manufacturer specification
- Failure of Customer to follow proper operating procedures
- Servicing not authorized by CenturyLink
- Upgrades of software

13. MD, EOS and EOL Products. CenturyLink will make an annual review of Customer's Covered Product to identify MD, EOS and EOL equipment and software. This Detailed Description excludes MD, EOS and EOL equipment or software from Service. Acceptance of a PO for Service does not bind CenturyLink to the maintenance of MD, EOS or EOL equipment or software under this Detailed Description.

14. Non-Standard Products. CenturyLink may purchase Non-Standard Products on behalf of Customer for the purchasing convenience of Customer. CenturyLink will review Customer's Covered Product to identify Non-Standard Products. Acceptance of a PO for Service does not bind CenturyLink to maintenance of Non-Standard Products. Service for Non-Standard Products is provided at the discretion of CenturyLink and is subject to change without notice. If CenturyLink discontinues support of Non-Standard Products, CenturyLink will either: (a) reimburse customer for Service charges associated with Non-Standard Products if Customer received no benefit, or (b) charge Customer at then-current time and material rates for support of Non-Standard Products. Support of Non-Standard Products is further defined in the Detailed Description for Non-Standard Part Support Service.

15. Non-Disclosed Pre-Existing Issues. Customer must disclose pre-existing issues that have a material impact to the Covered Product and would cause CenturyLink to incur an immediate cost to resolve. CenturyLink reserves the right to charge Customer for corrective action associated with such non-disclosed pre-existing issues within the first 90 days of the coverage period.

16. Voice over Internet Protocol (VoIP) Quality Exclusion. CenturyLink may perform tasks to maintain QoS for VoIP, on behalf of Customer. Nevertheless, CenturyLink makes no warranty on the quality of voice/video transmissions over private or public IP network in this Service Schedule. Further, CenturyLink does not recommend VoIP deployments over a Best Effort Network. Customer acknowledges that quality issues relative to voice/video transmission may occur on a Best Effort Network. Issues, such as jitter, echo, and dropped calls may occur with varied degrees of frequency depending on network use and latency. Trouble reports that have been isolated and diagnosed as intermittent QoS issues will be billable to Customer at then-current time and material rates.

17. Termination. If, prior to the conclusion of the Maintenance Term, Service is terminated either by Customer for any reason other than Cause or by CenturyLink for Cause, Customer will pay all unpaid billed charges for Service. If Customer is progress billed, Customer will also pay the unpaid balance for Service remaining in the Maintenance Term.

18. Lease Option. Customer may pay for Service pursuant to a Lease. CenturyLink will provide the Service to Customer and receive payment for the Service from the CenturyLink preferred leasing vendor. If Customer fails to execute such Lease or comply with Lease, including without limitation, any requirements for Acceptance of Service, which results in the CenturyLink preferred leasing vendor's refusal to pay CenturyLink in full for Service, Customer agrees to pay CenturyLink in full for Service.

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**ADDENDUM 3
PAYMENT SUMMARY**

1. **Product Payment.** CenturyLink will invoice Customer for the total amount of Products specified in the CenturyLink-issued Quote upon Customer acceptance:

| Description | Percentage of Total Payment Due |
|--------------------|---------------------------------|
| Date of Acceptance | 100% |

2. **Maintenance Payment Schedule.** Customer will pay for the maintenance specified in the CenturyLink-issued Quote in accordance with the following payment schedule.

| Description | Billing Schedule |
|------------------|-----------------------------|
| Maintenance Term | 100% Billed Upon Acceptance |

3. **Software and Hardware Support Payment Schedule.** Customer will pay for the software upgrade program and vendor-provided supplemental remote maintenance specified in the CenturyLink-issued Quote in accordance with the following payment schedule. The Service Term for the software is set forth in the Quote.

| Description | Billing Schedule |
|-------------|-----------------------------|
| Software | 100% Billed upon Acceptance |

*Any labor required and provided by a vendor or CenturyLink will be billed on a time & material basis at then-current rates and charges.