

**A #25-0581-RFP**  
**Title: Vesta Maintenance**

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## **AGREEMENT**

25-0581-RFP

Vesta Maintenance

This Agreement (the “agreement” or “contract”), is entered into on the date last executed below (“Effective Date”), by and between Pinellas County, a subdivision of the State of Florida whose primary address is 315 Court Street, Clearwater, Florida 33756 (“COUNTY”) and Carousel Industries of North America, LLC DBA NWN whose primary address is 659 South County Trail, Exter, RI 02822 (hereinafter “CONTRACTOR”) (jointly, the “Parties”).

### ***NOW THEREFORE, the Parties agree as follows:***

#### **A. Documents Comprising Agreement**

1. This Agreement, including the documents listed below, constitutes the entire agreement and understanding of the Parties with respect to the transactions and services contemplated hereby and supersedes all prior agreements, arrangements, and understandings relating to the subject matter of the Agreement. The documents listed below are hereby incorporated into and made a part of this Agreement:
  - a. Pinellas County Standard Terms & Conditions, located on Pinellas County Purchasing's website, effective 4/10/2025, posted at <https://pinellas.gov/county-standard-terms-conditions/>
  - b. Solicitation Section 4, titled Special Conditions attached as Exhibit C.
  - c. Solicitation Section 5, titled Insurance Requirements attached as Exhibit D.
  - d. Contractor's response to Solicitation Section 6, titled Scope of Work / Specifications attached as Exhibit E.
  - e. Compensation attached as Exhibit F.
  - f. 5-Year Dedicated Staffing & Essential Support attached as Exhibit G.
  - g. Appendix A - Motorola Mait with MDR+
  - h. Appendix B - 911 Host A - Windows Server Upgrade
  - i. Appendix C - Essential and Managed Service
  - j. Appendix D- Fortinet & Cisco (1 Year only)
  - k. Appendix E - Motorola Maintenance Renewal-2026-2030
2. In the case of a conflict, the terms of this document govern, followed by the terms of the documents listed above, which control in the order listed.

**B. Term**

1. The initial term of this Agreement is for sixty (60) months from the Effective Date ("Contract Term"). At the end of the initial term of this contract, this Agreement may be extended for two (2) additional, twenty-four (24) month terms, or such other renewal terms agreed to by the Parties.

**C. Expenditures Cap**

1. Payment and pricing terms for the initial and renewal terms are subject to the Pricing Proposals in Exhibit F.  
County expenditures under the Agreement will not exceed \$10,180,408.64 for the Contract Term without a written amendment to this Agreement.
2. In no event will annual expenditures exceed \$2,516,936.93 within any given fiscal year without a written amendment to the Agreement

**D. Modifications to the Pinellas County Standard terms and conditions:**

1. 14.TERMINATION, subsection C. Termination for Convenience.  
Notwithstanding any other provision herein, the COUNTY may terminate this Agreement, without cause, by giving 30 days advance written notice to the CONTRACTOR of its election to terminate this Agreement pursuant to this provision. Termination of this Agreement shall not terminate any then active SOW or Order. Both parties shall remain obligated under the terms of the Agreement and this Agreement shall continue to govern any active SOW or Order until the applicable SOW or Order has expired or been terminated.
2. 19.ACQUISITION OF GOODS OR PRODUCTS, subsection B. Best Pricing Offer is deleted in its entirety.
3. 19.ACQUISITION OF GOODS OR PRODUCTS, subsection C. Discounts is deleted in its entirety.

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### E. Entire Agreement

1. This Agreement constitutes the entire agreement between the Parties.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their undersigned officials, who are duly authorized to bind the Parties to the Agreement.

For Contractor:

Signed by:

Signature:

*Danny Alberto*

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Print Name and Title: Danny Alberto

Assistant General Counsel

Date: 10/21/2025

For County:

Signature:

*Brian Scott*

Print Name and Title: Brian Scott, Chair

Date: November 18, 2025.



ATTEST: KEN BURKE, CLERK

By:

*Keiah Townsend*

APPROVED AS TO FORM

By: Keiah Townsend  
Office of the County Attorney

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## 4. Special Terms & Conditions

### 4.1. INTENT

It is the intent of Pinellas County to establish an Agreement for Vesta Maintenance to be ordered, as and when required.

### 4.2. NON-NEGOTIABLE TERMS

While the County prefers that no exceptions to its contract terms be taken, the solicitation does authorize respondent to take exception to terms as part of its submittal. The County has deemed the following contract terms in the County's Standard Terms & Conditions <https://pinellas.gov/county-standard-terms-conditions/> to be non-negotiable:

Section 3: Compliance with Applicable Laws (all terms)

Section 7: Indemnification & Liability (all terms)

Section 8: Insurance & Conditions Precedent

Section 10(G): Governing Law & Venue

Section 12(A): Fiscal Non-Funding

Section 13: Confidential Records, Public Records, & Audit (all terms)

Section 19: Digital Content (all terms) *(if the Agreement includes software, online, or digital content services)*

Any terms required by law

### 4.3. PRICING/PERIOD OF CONTRACT

Duration of the Agreement will be for a period of sixty (60) months with unit prices adjustable at 12 months after the date of award and thereafter annually for the life of the contract, in an amount not to exceed the average of the Consumer Price Index (CPI) or 5%, whichever is less, for all Urban Consumers, Series Id: CUUR0000SA0, Not Seasonally Adjusted, Area: U.S. city average, Item: All items, Base Period: 1982-84=100 for the twelve months prior.

It is the Contractor's responsibility to request any pricing adjustment under this provision. For any adjustment to commence annually, the Contractor's request for adjustment will be submitted between 90-120 days prior to Agreement anniversary date, utilizing the available index at the time of request. The Contractor adjustment request will not be in excess of the relevant pricing index change. If no adjustment request is received from the Contractor, the County will assume the Contractor has agreed to continue without a pricing adjustment. Any adjustment request received outside of the 90-120 day period above will not be considered.

### 4.4. TERM EXTENSION(S) OF CONTRACT

The Agreement may be extended subject to written notice of agreement from the County and successful respondent, for 2 additional 24 month period(s) beyond the primary contract period. Term extensions

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will allow for price adjustments (Decrease/Increase) at 12 months after the date of award and thereafter annually for the life of the contract an amount not to exceed the average of the Consumer Price Index (CPI) or 5%, whichever is less, for all Urban Consumers, Series Id: CUUR0000SA0, Not Seasonally Adjusted, Area: U.S. city average, Item: All items, Base Period: 1982-84=100 for the twelve months prior to extension. The extension shall be exercised only if all terms and conditions remain the same and the County Administrator or Director of Purchasing grants approval.

It is the vendor's responsibility to request any pricing adjustment under this provision. For any adjustment to commence on the first day of any exercised extension period, the vendor's request for adjustment should be submitted at time of the extension request from the County, utilizing the available index at the time of request. The vendor adjustment request should not be in excess of the relevant pricing index change. If no adjustment request is received from the vendor, the County will assume the vendor has agreed that the extension term may be exercised without pricing adjustment. Any adjustment request received after the commencement of a new extension period may not be considered. County has the right to request pricing decreases at any time.

#### **4.5. NON-MANDATORY PRE-SUBMITTAL CONFERENCE:**

All questions pertaining to the solicitation or technical specifications will be reviewed at this time. Solicitation suggestions or modifications may be discussed with County representatives at this meeting and may be considered by representatives as possible addenda to the solicitation.

10750 Ulmerton Road, Room 328, Largo, FL 33774

Wednesday, May 14, 2025

9:30 am

#### **4.6. NON-MANDATORY SITE VISIT:**

The sole purpose of the site visit is to provide a tour of the site(s) that will be supported by the contract. The scope of work and/or solicitation specifications shall not be discussed during this visit. All questions relating to this solicitation and the scope of work or technical specifications must be submitted in writing.

The Non-Mandatory Site Visit will be held at the following location, date, and time:

10750 Ulmerton Road, Room 328, Largo, FL 33774

Wednesday, May 14, 2025

10:30 am

#### **4.7. PRE-COMMENCEMENT MEETING**

Upon award of the Agreement, the County will coordinate a pre-commencement meeting with the successful Contractor. The meeting will require Contractor and the County Representative to review specific Agreement details and deliverable documents at this meeting to ensure the scope of work and work areas are understood.

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#### 4.8. ORDERS

Within the term of this Agreement, County may place one or more orders for goods and/or services at the prices listed on the Pricing Proposal section of this solicitation, which is incorporated by reference hereto.

#### 4.9. ASBESTOS MATERIALS

The Contractor must perform all Work in compliance with Federal, State and local laws, statutes, rules, regulations and ordinances, including but not limited to the Department of Environmental Protection (DEP)'s asbestos requirements, 40 CFR Part 61, Subpart M, and OSHA Section 29 CFR 1926.58. Additionally, the Contractor must be properly licensed and/or certified for asbestos removal as required under Federal, State and local laws, statutes, rules, regulations and ordinances. The County is responsible for filing all DEP notifications and furnish a copy of the DEP notification and approval for demolition to the successful Contractor. The County will furnish a copy of the asbestos survey to the successful Contractor. The Contractor must keep this copy on site at all times during the actual demolition.

#### 4.10. SERVICES

***The terms below are applicable if the Solicitation includes the provision of SERVICES:***

- A. **ADD/DELETE LOCATIONS SERVICES** - The County reserves the right to unilaterally add or delete locations/services, either collectively or individually, at the County's sole option, at any time after award has been made as may be deemed necessary or in the best interests of the County. In such case, the Contractor(s) will be required to provide services to this agreement in accordance with the terms, conditions, and specifications.

#### 4.11. GOODS & PRODUCTS

***The terms below are applicable if the Solicitation includes the purchase of GOODS or PRODUCTS:***

- A. **DELIVERY/CLAIMS** - Prices quoted will be FOB Destination, freight included and unloaded to location(s) within Pinellas County. Actual delivery address(s) will be identified at time of order. Successful Contractor(s) will be responsible for making any and all claims against carriers for missing or damaged items.

#### 4.12. QUANTITIES

Any quantities stated are an estimate only and no guarantee is given or implied as to quantities that will be used during the Agreement period. Estimated quantities are based upon previous use and/or anticipated needs.

#### 4.13. PERFORMANCE SECURITY

Not Applicable

## 5. Insurance Requirements

### 5.1. INSURANCE (General)

The Vendor must provide a certificate of insurance and endorsement in accordance with the insurance requirements listed below, prior to recommendation for award. The Vendor shall obtain and maintain, and require any subcontractor to obtain and maintain, at all times during its performance of the Agreement in Phase 1 insurance of the types and in the amounts set forth. For projects with a Completed Operations exposure, Vendor shall maintain coverage and provide evidence of insurance for 2 years beyond final acceptance. All insurance policies shall be from responsible companies duly authorized to do business in the State of Florida and have an AM Best rating of VIII or better.

### 5.2. INSURANCE (Requirements)

- A. Submittals should include, the Vendor's current Certificate(s) of Insurance. If Vendor does not currently meet insurance requirements, Vendor shall also include verification from their broker or agent that any required insurance not provided at that time of submittal will be in place prior to the award of contract. Upon selection of Vendor for award, the selected Vendor shall email certificate that is compliant with the insurance requirements. If the certificate received is compliant, no further action may be necessary. The Certificate(s) of Insurance shall be signed by authorized representatives of the insurance companies shown on the Certificate(s).
- B. **The Certificate holder section shall indicate Pinellas County, a Political Subdivision of the State of Florida, 400 S Fort Harrison Ave, Clearwater, FL 33756. Pinellas County, a Political Subdivision shall be named as an Additional Insured for General Liability. A Waiver of Subrogation for Workers Compensation shall be provided if Workers Compensation coverage is a requirement.**
- C. Approval by the County of any Certificate(s) of Insurance does not constitute verification by the County that the insurance requirements have been satisfied or that the insurance policy shown on the Certificate(s) of Insurance is in compliance with the requirements of the Agreement. County reserves the right to require a certified copy of the entire insurance policy, including endorsement(s), at any time during the Bid and/or contract period.
- D. If any insurance provided pursuant to the Agreement expires or cancels prior to the completion of the Work, you will be notified by CTrax, the authorized vendor of Pinellas County. Upon notification, renewal Certificate(s) of Insurance and endorsement(s) shall be furnished to Pinellas County Risk Management at [InsuranceCerts@pinellascounty.org](mailto:InsuranceCerts@pinellascounty.org) and to CTrax c/o JDi Data at [PinellasSupport@ididata.com](mailto:PinellasSupport@ididata.com) by the Vendor or their agent prior to the expiration date.
  - 1. Vendor shall also notify County within twenty-four (24) hours after receipt, of any notices of expiration, cancellation, nonrenewal or adverse material change in coverage received by said Vendor from its insurer Notice shall be given by email to Pinellas County Risk

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Management at [InsuranceCerts@pinellascounty.org](mailto:InsuranceCerts@pinellascounty.org). Nothing contained herein shall absolve Vendor of this requirement to provide notice.

2. Should the Vendor, at any time, not maintain the insurance coverages required herein, the County may terminate the Agreement,.
- E. If subcontracting is allowed under this Bid, the Primary Vendor shall obtain and maintain, at all times during its performance of the Agreement, insurance of the types and in the amounts set forth; and require any subcontractors to obtain and maintain, at all times during its performance of the Agreement, insurance limits as it may apply to the portion of the Work performed by the subcontractor; but in no event will the insurance limits be less than \$500,000 for Workers' Compensation/Employers' Liability, and \$1,000,000 for General Liability and Auto Liability if required below.
1. All subcontracts between the Vendor and its Subcontractors shall be in writing and are subject to the County's prior written approval. Further, all subcontracts shall
    - a. Require each Subcontractor to be bound to the Vendor to the same extent the Vendor is bound to the County by the terms of the Contract Documents, as those terms may apply to the portion of the Work to be performed by the Subcontractor;
    - b. Provide for the assignment of the subcontracts from the Vendor to the County at the election of Owner upon termination of the Contract;
    - c. Provide that County will be an additional indemnified party of the subcontract;
    - d. Provide that the County will be an additional insured on all insurance policies required to be provided by the Subcontractor except workers compensation and professional liability;
    - e. Provide a waiver of subrogation in favor of the County and other insurance terms and/or conditions
    - f. Assign all warranties directly to the County; and
    - g. Identify the County as an intended third-party beneficiary of the subcontract. The Vendor shall make available to each proposed Subcontractor, prior to the execution of the subcontract, copies of the Contract Documents to which the Subcontractor will be bound by this Section C and identify to the Subcontractor any terms and conditions of the proposed subcontract which may be at variance with the Contract Documents.
- F. Each insurance policy and/or certificate shall include the following terms and/or conditions:
1. The Named Insured on the Certificate of Insurance and insurance policy must match the entity's name that responded to the solicitation and/or is signing the agreement with the County.

2. Companies issuing the insurance policy, or policies, shall have no recourse against County for payment of premiums or assessments for any deductibles which all are at the sole responsibility and risk of Vendor.
3. The term "County" or "Pinellas County" shall include all Authorities, Boards, Bureaus, Commissions, Divisions, Departments and Constitutional offices of County and individual members, employees thereof in their official capacities, and/or while acting on behalf of Pinellas County.
4. All policies shall be written on a primary, non-contributory basis.

The minimum insurance requirements and limits for this Agreement, which shall remain in effect throughout its duration and for two (2) years beyond final acceptance for projects with a Completed Operations exposure, are as follows:

### 5.3. WORKERS' COMPENSATION INSURANCE

Worker's Compensation Insurance is required if required pursuant to Florida law. If, pursuant to Florida law, Worker's Compensation Insurance is required, employer's liability, also known as Worker's Compensation Part B, is also required in the amounts set forth herein.

#### A. Limits

1. Employers' Liability Limits Florida Statutory
  - a. Per Employee \$ 500,000
  - b. Per Employee Disease \$ 500,000
  - c. Policy Limit Disease \$ 500,000

If Vendor is not required by Florida law, to carry Workers Compensation Insurance in order to perform the requirements of this Agreement, County Waiver Form for workers compensation must be executed, submitted, and accepted by Risk Management. The County Waiver Form is found at <https://pinellas.gov/services/submit-a-workers-compensation-waiver-request/>. Failure to obtain required Worker's Compensation Insurance without submitting and receiving a waiver from Risk Management constitutes a material breach of this Agreement.

### 5.4. COMMERCIAL GENERAL LIABILITY INSURANCE

Includes, but not limited to, Independent Vendor, Contractual Liability Premises/Operations, Products/Completed Operations, and Personal Injury. No explosion, collapse, or underground damage exclusions allowed.

#### A. Limits

1. Combined Single Limit Per Occurrence \$ 1,000,000
2. Products/Completed Operations Aggregate \$ 2,000,000
3. Personal Injury and Advertising Injury \$ 1,000,000

4. General Aggregate \$ 2,000,000

### 5.5. CYBER RISK LIABILITY (NETWORK SECURITY/PRIVACY LIABILITY) INSURANCE

To include cloud computing and mobile devices, for protection of private or confidential information whether electronic or non- electronic, network security and privacy; privacy against liability for system attacks, digital asset loss, denial or loss of service, introduction, implantation or spread of malicious software code, security breach, unauthorized access and use; including regulatory action expenses; and notification and credit monitoring expenses with at least minimum limits as follows:

A. Limits

1. Each Occurrence \$ 5,000,000
2. General Aggregate \$ 5,000,000

- B. For acceptance of Cyber Risk Liability coverage included within another policy required herein, a statement notifying the certificate holder must be included on the certificate of insurance and the total amount of said coverage per occurrence must be greater than or equal to the amount of Cyber Risk Liability and other coverage combined.

### 5.6. PROFESSIONAL LIABILITY (ERRORS AND OMISSIONS) INSURANCE

Minimum limits as follows. If “claims made” coverage is provided, “tail coverage” extending three (3) years beyond completion and acceptance of the project with proof of “tail coverage” to be submitted with the invoice for final payment. In lieu of “tail coverage”, Proposer may submit annually to the County, for a three (3) year period, a current certificate of insurance providing “claims made” insurance with prior acts coverage in force with a retroactive date no later than commencement date of this contract.

A. Limits

1. Each Occurrence or Claim \$ 5,000,000
2. General Aggregate \$ 5,000,000

- B. For acceptance of Professional Liability coverage included within another policy required herein, a statement notifying the certificate holder must be included on the certificate of insurance and the total amount of said coverage per occurrence must be greater than or equal to the amount of Professional Liability and other coverage combined.

### 5.7. PROPERTY INSURANCE

Vendor will be responsible for all damage to its own property, equipment and/or materials.

**EXHIBIT E**

# Scope of Work / Specifications

## **Objective/Justification**

This Pinellas County contract is for providing 9-1-1 Communications Centers with maintenance and support of the Vesta 9-1-1 Public Safety Call Handling Solution (Vesta) by Motorola Solutions as well as managed services for network devices and fail-over support between redundant WAN carriers. These services should be robust, responsive, timely, reliable, and provide the highest quality services.

## **Administrative Requirements**

CONTRACTOR must provide a single point of contact for each relationship area to include sales, project management, technical, and administrative matters.

**NWN Response:** Each account is support by an assigned Account Management Team and Customer Success Team who work together on a daily basis to support our proposed NWN services for the life of Service.

**Account Executive** – Serves as the liaison between NWN and the client. Primary responsibilities include understanding client business objectives and operational goals, bringing ideas and solutions to help meet the goals and objectives, coordinating with subject matter experts and manufacturer's where necessary and coordinating response for administrative matters.

**Project Manager – Assigned Per Project:** Single Point of Contact for project activities. Creates project plan, hosts weekly project status calls, and works collaboratively with stakeholders to ensure a successful deployment. Ensure a successful hand-off for ongoing support.

**Customer Experience Manager:** Designated advocate and day-to-day support contact. Works hand-in-hand with your designated contacts. Initiates activities ensuring a smooth transition from project activities to support activities (Customer Success Center and Technology Command Center). Ensures SLAs are met throughout Service.

**Customer Success Center Engineer (onsite):** Assigned technical end-user support for enterprise solutions, ensuring Customer satisfaction for end user support. Interacts to solve issues promptly, including escalations.

**EXHIBIT E**

**Sales Operations:** Works closely with Account Executive to provide information, pricing support, and documentation regarding NWN Cloud Communication Services. Responsible for overseeing sales order processing and point of contact for internal order processing team

**Assigned Solution Architect:** Responsible for designing and supporting the delivery of professional services engagements around our Solution-as-a-Service approach. We have the technical, relationship, and project management expertise that wraps the execution of all the offerings to deliver value to your organization. Responsible for:

- Understanding technical and business requirements and translating into a design that effectively meets needs.
- Owns the overall relationship in tandem with Primary Account Manager
- Assigns the appropriate resource with the appropriate technical specializations
- Where applicable, will work in tandem with the Design Engineer for overall client strategy to help ensure long-term vision of the solution.
- Can facilitate discussions, presentations on emerging technologies such as SDN and evolving industry standards in wireless and data networking.

**Public Sector Office:** Responsible for Contract Program Management focused on maintaining compliance with Telecommunication Contracts, Onboarding of Cloud Communication and Shared Service Contracts, and coordinating all pertinent aspects of each Contract, such as planning and design services and priority of Work Orders. We leverage our formal, dynamic documentation process that outlines how the program is to be managed, executed, and controlled. Our NWN's Program Management Office includes Executive Officer and Contract Program Manager.

CONTRACTOR must have the capability of processing monthly invoicing for maintenance, support, and managed services.

**NWN Response:** Propose an Alternate Solutions (PAS) – This RFP for support combines both partner (NWN) and manufacturer (Motorola) provided support. The NWN support contract can be invoiced monthly or annually as per our standard terms. This includes the help desk/NOC as well as the onsite technician. Motorola does not offer a monthly payment option for their maintenance/software licenses. While monthly payments could be achieved through financing, this would increase the cost to the county and is not recommended for the benefit it may provide.

CONTRACTOR must have capability of processing invoicing based on milestones for equipment refresh. **NWN Response:** COMPLY (C) - NWN will invoice based on milestones for large projects. Our standard milestones are 100% of the hardware, software and support due net 30 from contract signature and professional services net 30 from project completion. However, other common options include 100% hardware, software and support due upon hardware arrival and professional services due at key implementation milestones. NWN will work with Pinellas County to determine a satisfactory payment schedule for the specific project.

## **EXHIBIT E**



CONTRACTOR must guarantee fixed monthly pricing for years one (1) through five (5).

**NWN Response:** Comply C) – The NWN services and Motorola pricing is fixed based on the inventory provided in the bid. Adding locations, services, capabilities and/or hardware refresh may change the pricing. An updated services quote will be provided if any requested project will affect the services pricing.

**During the period of this agreement:**

- Should the customer request additional support not provided by the contracted Dedicated Resource, NWN will offer services at the appropriate Time and Materials rate.
- Should the Customer upgrade and/or replace their technology and thus require a Dedicated Resource with a different skill set the rates outlined in this agreement may be subject to change.
- Changes to the Customer requested Dedicated Resources in terms of quantities and/or skill set may be made through a mutually agreeable amendment to this agreement and rates will be subject to change.

CONTRACTOR, to the best of their ability, should include and identify for a period of five (5) years, any anticipated increases to yearly pricing and include a "not to exceed" percentage of increase from \_\_\_\_\_ year to year.

**NWN Response:** The NWN services and Motorola pricing is fixed based on the inventory provided in the bid. Adding locations, services, capabilities and/or hardware refresh may change the pricing. An updated services quote will be provided if any requested project will affect the services pricing.

**During the period of this agreement:**

- Should the customer request additional support not provided by the contracted Dedicated Resource, NWN will offer services at the appropriate Time and Materials rate.
- Should the Customer upgrade and/or replace their technology and thus require a Dedicated Resource with a different skill set the rates outlined in this agreement may be subject to change.
- Changes to the Customer requested Dedicated Resources in terms of quantities and/or skill set may be made through a mutually agreeable amendment to this agreement and rates will be subject to change.

CONTRACTOR must provide an organizational chart for the team, and the following for team members

(currently employed) that will be responsible for all aspects of this account including sales, maintenance and support, manages services, and equipment refresh:

Name

Title

**NWN Response:** COMPLY (C) - COMPLY. Please refer to Attachment D for the organization chart and resumes of the proposed support team.

**EXHIBIT E**

CONTRACTOR should list any positions that will have responsibility for this account that are not yet employed.

**NWN Response:** At the time of the RFP submission all key support personnel are current employees or subcontractors at NWN.

CONTRACTOR must require all team members physically entering County sites or have remote access to system or data to have appropriate CJIS certification.

**NWN Response:** NWN maintains a basic level of CJIS training for all employees as part of our annual security training package. However, we do not individually certify individuals to be CJIS compliant. NWN will schedule time for appropriate individuals to complete the Pinellas County provided level 2 CJIS certification for the County and the four municipal police departments including being present onsite for fingerprinting. The County and respective police departments will provide the certification links and information, and facilitation for the required fingerprinting. Additionally, our Data Centers and Network Operations Center carry the following certifications: Security Certifications:

- SOC 1 Type 2
- SOC 2 Type 2
- CJIS Certified

CONTRACTOR must identify any red flags, challenges, or road blocks that may occur:

**NWN Response:** NWN recognizes the strategic role third-party manufacturer and support organizations play in our support response as well as the pricing. We have worked hard to develop close relationships with all related manufacturers, particularly Motorola to ensure a collaborative support model with strong communication and quick response times. However, many times our ability to provide resolution to support tickets relies heavily on them and other third parties.

Additionally, for support pricing. Motorola does not offer monthly billing, nor the ability to pay annually and have pricing fixed for 5 years. While the Motorola manufacturer support pricing has been fairly consistent over the years, we cannot guarantee stable, fixed pricing in the future.

## **EXHIBIT E**



CONTRACTOR must require all team members physically entering County sites or have remote access to system or data to have appropriate CJIS certification. Additionally, CONTRACTOR must also obtain card access and clearance to all pertinent county controlled physical locations in compliance with their local policies and procedures

**NWN Response:** NWN maintains a basic level of CJIS training for all employees as part of our annual security training package and does background checks as part of our regular hiring process. If the county requires a specific CJIS certification, NWN will provide time for those onsite and remote personnel to complete a county provided course. Additionally, NWN will schedule onsite personnel to visit the sites and complete the clearance process to obtain card access.

CONTRACTOR must manage all assets, including hardware and software, in accordance with the County's policies and procedures.

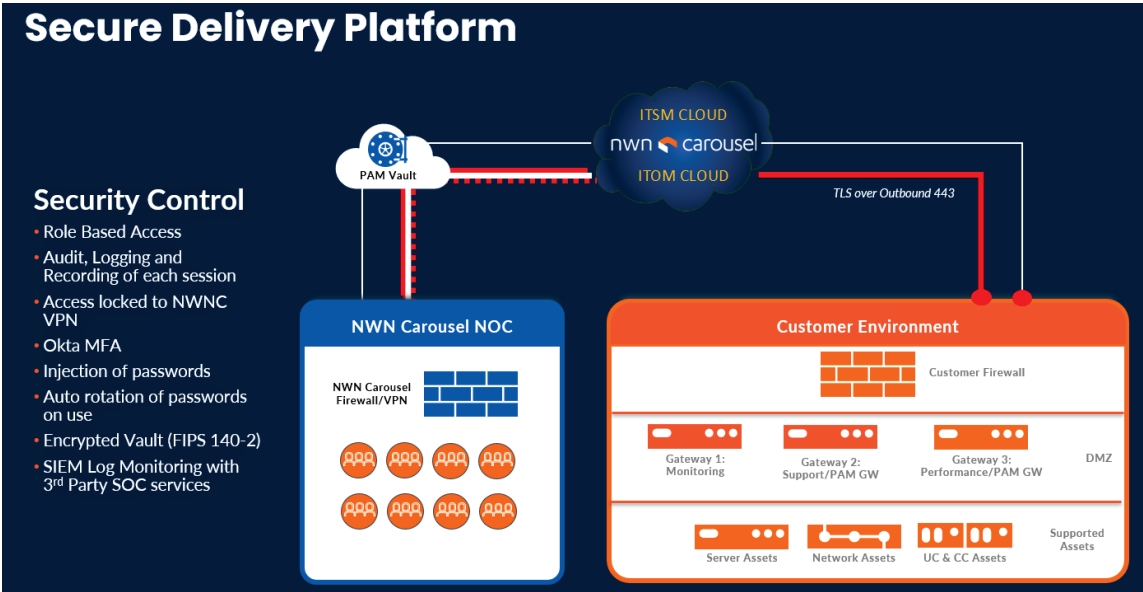
**NWN Response:** The NWN onsite technician will assist the county with managing to Florida Administrative Code 691-73. The onsite technician will provide information on the item's description, part number, serial number and list the location of the item as requested. If directed, the onsite technician can permanently mark the identification number with an asset tag provided by the county. When the asset has reached the end of its life, the onsite technician will facilitate and assist the County in obtaining required information and disposal, where appropriate.

CONTRACTOR must manage user identities, access rights, and privileges in accordance with the County's policies and procedures.

**NWN Response:** NWN uses a secure remote access model that has previously been approved for use by the county BTS security groups. Our secure remote access advances the security in which we connect to our customer networks utilizing role-based access control session connectivity. The connectivity model allows for direct auditing against who accesses systems, when they access systems and records the sessions of access.

Access to the Connectivity Platform is guarded by both Network Access Controls and MFA. Access to the platform requires; 1) the user access from the NWN Trusted Network, which is protected by MFA, and 2) the Remote Access Platform itself is protected by RBAC and MFA. This multi-layered defense protects the system from unauthorized access to your network.

EXHIBIT E



All NWN Services personnel undergo comprehensive and intensive security training, background screening including criminal history, past employment verification, credit history and more with the sole mission of ensuring the safety and security of our client's environment.

CONTRACTOR must implement appropriate measures to ensure the security and privacy of County data.

- This includes, but is not limited to, the following:
  - Encryption of sensitive data
  - Secure storage and transmission of data
  - Regular vulnerability scanning and penetration testing

**NWN Response:** NWN collects and stores only data necessary to perform IT operations management and support functions on devices that it manages.

Type of Data	Data Collected	Data Storage and Security
Performance Statistics	System level information necessary to monitor the performance and health of managed devices: <ul style="list-style-type: none"><li>CPU and Memory utilization</li><li>OS Events</li><li>Hardware Events</li></ul>	Device performance statistics are stored only in the NWN ITOM Cloud. The Agent and Gateway collect and transmit this data to the NWN ITOM Cloud
Events and SNMP Traps	Operating System events and traps generated by SNMP agents.	The Monitoring Gateway and Agent processes events and traps locally and send resultant alerts to the ITOM Cloud via a secure channel. Raw event data is not stored in the Cloud.
Device Configuration and Device Metadata	System level information necessary to asset device configuration status: <ul style="list-style-type: none"><li>DNS Names</li><li>Make/Model</li><li>OS and Application Configuration Parameters</li></ul>	The Monitoring Gateway and Agent sends configuration data to the ITOM Cloud via a secure channel.

**EXHIBIT E**

<b>Device Credentials</b>	Credentials (username / password) necessary to discover devices, access performance and configuration data, and log into devices to run automation scripts.	Device credentials are stored in the NWN Enterprise Password Vault, using industry standard FIPS level encryption.
<b>Support Information</b>	Information needed to support Incident, Problem and Change Management <ul style="list-style-type: none"> <li>Contact Information</li> <li>Asset Information</li> </ul>	

**Data we do not collect**

NWN does not collect, and has no means to collect, any data processed by applications that NWN monitors. Examples of such data includes data within database tables, content of application transactions, user credentials of applications, etc.

**Data Management**

Type of Data	Description
<b>Data Classification</b>	NWN Carousel only collects and stores data required for IT operations management on devices and applications managed by it. Data that NWN Carousel collects is limited to device performance metrics, performance and failure events, and configuration information.
<b>Data Isolation</b>	NWN Carousel implements strict multi-tenancy controls to ensure data access is strictly isolated between customers.
<b>Data Encryption (in-flight)</b>	All data transmitted between the NWN Carousel Agent/Gateway and the NWN Carousel Cloud is encrypted with SSL and TLS/SSH (for gateway).
<b>Data Encryption (at-rest)</b>	Device credentials stored in the NWN Carousel cloud is encrypted using 1024-bit RSA encryption.
<b>Authentication</b>	NWN Carousel Cloud offers SAML and OAuth2 based authentication. NWN Carousel additionally supports third party authentication services such as OneLogin, Okta and ADFS. NWN Carousel Cloud offers two-factor authentication.
<b>User Access Management</b>	NWN Carousel has extensive role-based access controls. NWN Carousel access controls are granular to the managed device, user, and feature.
<b>APIs</b>	NWN Carousel provides REST APIs for integration with NWN Carousel cloud. NWN Carousel REST APIs are backed by OAuth2 based authentication.
<b>Regulatory and Compliance Requirements</b>	NWN Carousel does NOT collect any Personally identifiable information (PII). NWN Carousel is hosted in co-location facilities provided by two U.S based data center providers. Each provider has their own security certifications including SAS and SSAE.

**Data Security**

NWN supports an extensive set of security features to ensure that management data collected by NWN is accessed only by authorized users.

**EXHIBIT E**

Type of Data	Description
<b>Encryption</b>	All sensitive data is encrypted to FIPS (Federal Information Processing Standards) in NWN Carousel. Customer data (inventory, metrics, alerts, and tickets) is logically partitioned and stored under the Customer tenant. Customer data is accessible, via Role-based Access Controls (RBAC) only to authorized users of the tenant.
<b>Role Based Access Control (RBAC)</b>	NWN Carousel supports comprehensive Role-based Access Controls. Users' access to devices and actions within NWN Carousel is controlled by fine-grained permissions. Permissions are assigned based on users' roles.
<b>Identity Management</b>	NWN Carousel provides multiple options to manage user identity: <ul style="list-style-type: none"> <li>Built-in user management system within NWN Carousel</li> <li>Integration with Microsoft Active Directory</li> <li>Integration with single sign-on service OneLogin via SAML 2.0</li> </ul>
<b>Authentication and Passwords</b>	NWN Carousel follows standard practices for passwords: <ul style="list-style-type: none"> <li>NIST based rules of password strengths</li> <li>CAPTCHA code-based validation</li> <li>Automated lockout after multiple unsuccessful login attempts</li> </ul>

**Data Retention**

Data Retention is Defined based on the type of Devices being supported.

**Active and Inactive Devices**

A Customer is considered inactive if they meet one of the following criteria for 90 consecutive days or longer:

- Customer has no active devices
- Customer has been marked as inactive within our systems
- An active Customer is one that does not meet the above criteria

**Retention by data type**

The following data retention timelines are listed by data type.

Type of data	Criteria	Retention
Devices	Inactive devices	90 days
Customers	Inactive Customers	90 days
Tickets	Closed tickets	12 months
Metrics	Metrics collected from managed devices	12 months
Alerts	Suppressed and closed alerts	90 days
	Open alerts	For as long as alert is open
Graphs	Graphs with no data	15 days

**EXHIBIT E**

Reports	Recurring reports	Last 5 generated reports
	One-time reports	90 days
Job, Script, and Patch Activity	Jobs results	90 days
	Custom script results	90 days
Patches	Missing patches, once detected, but not re-detected for 180 consecutive days or longer	90 days

**Data Security at Contract Expiration**

Upon contract expiration NWN inactivates the Customer "tenant" in the NWN ITOM Cloud. An inactive tenant's instance inventory, metrics, and alerts data will be available in passive state, however, monitoring, alerting and other management functionality is no longer available.

Based upon an agreement between NWN and the Customer, NWN will delete all the tenant information from the NWN ITOM Cloud. Due to a 90-day data archival retention policy, deleted tenant data will be available in archival repository for 90 days.

Vulnerability scanning and penetration testing inside the Motorola ecosystem has been included in this quote as an option. Due to the closed nature of the Motorola Vesta system, this is a service provided only by Motorola. Alternative scanning and testing services/methods is not supported by the manufacturer. The county can continue to do their own scanning and testing to the FortiAnalyzer and systems outside the Vesta ecosystem.

CONTRACTOR should describe contract process including any options or openness to variation

**NWN Response:** NWN has included the quotes, terms and conditions exceptions and service description documents of all our proposed services. It is recommended to review these documents and have a meeting to address any questions or concerns from the bid response and attachments as well as discuss new cybersecurity options mentioned in the response. Once both parties are in agreement on the scope and terms, NWN would need a signed master agreement which references the bid and attachments as well as a purchase order at least 30 days prior to contract commencement to ensure uninterrupted support.

**EXHIBIT E****Maintenance and Support Requirements**

CONTRACTOR must provide a live methodology for 24/7/365 reporting of maintenance and support

requests (trouble tickets) to include hardware and software to a help desk.

**NWN Response:** NWN's Service Desk will provide 24x7x365 live access to meet the communication needs of Customer IT staff. Our service desk is the focal point for reporting and updating status for existing issues, opening new cases, and initiating a change or service request. Customers may engage the service desk via multiple communication channels.

These channels are listed in the table below:

Priority	Definition
<b>Phone Support</b>	NWN Carousel's Service Desk will provide 7x24x365 live access to meet the communication needs of Customer IT staff. Our service desk is the focal point for reporting and updating status for existing issues, opening new cases, and initiating a change or service request.
<b>e-Mail Support</b>	Customers may submit cases via email to the e-mail provided in your welcome pack. Cases submitted by e-mail are considered P3 or P4 and prioritized accordingly. If your case involves a critical issue, please call the Service Desk directly.
<b>EMP Portal</b>	Customers may submit cases via the NWN Carousel Experience Management Platform (EMP). Customers have 7x24x365 access to open tickets via the support portal in EMP. Cases submitted via the support portal are reviewed on a regular basis and assigned based on time received and completeness of the request. If your case involves a critical issue, please call the Service Desk directly.

NWN Carousel Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>Act as a single point of contact for all cases.</li> <li>Answer incoming calls.</li> <li>Review e-mail and Online Support cases.</li> <li>Triage first call and create the appropriate case in NWN Case Management System</li> </ul>	<ul style="list-style-type: none"> <li>Location Information</li> <li>Affected System information.</li> <li>Designated point of contact for future case updates and interactions</li> <li>Identification of the Urgency and Impact of the Case</li> <li>Act as, or designate the appropriate point of contact, for case updates</li> <li>Respond to follow-up queries as needed</li> </ul>

NWN Managed Services includes features to help clients gain visibility into their critical IT applications and assets while providing expertise to analyze, troubleshoot, and resolve incidents quickly. NWN leverages and ITIL Foundation aligned service delivery methodology that defines repeatable and extensible processes to ensure you get the best we have to offer on every engagement. The below sections provide detail on how we deliver our Managed Services, our deliveries, and your responsibilities regarding the successful delivery of the service.

Features	Managed Services
<b>Visibility Features</b>	<b>X</b>
Case Management	X
Service Management	X

## EXHIBIT E



SLA and Case Dashboards	X
Service Reporting	X
<b>Awareness Features</b>	<b>X</b>
Infrastructure and Application Monitoring	X
Event Management	X
Monitoring Dashboards	X
<b>Technical Support Features</b>	<b>X</b>
Service Desk Helpline	X
Technical Support	X
Problem Management	X
Co-Delivery Incident Management (Tier 1-4)	X
Configuration Management	X
Third-Party Engagement	X
Telco Carrier Agency / Engagement	X
<b>Analyze</b>	<b>X</b>
Root Cause Analysis	X
Reporting	X
Service Performance Review	X
Customer Experience Manager (Designated)	X
<b>Administration</b>	<b>X</b>
Change Management	X
Onsite Dispatch	X
<b>Assurance</b>	<b>X</b>
Remote Monitoring & Response (M&R)	X
Software Support <a href="#">&amp; Release Management</a>	X
Antivirus Updates	X
Patch Management	X
<b>Parts Replacement</b>	<b>X</b>

CONTRACTOR must provide offsite maintenance and support center with remote access to address reported issues when on-site tech is not able to.

**NWN Response:** COMPLY (C) - NWN's Operations Center provides 24/7/365 support with a team of highly skilled engineers.

These experts specialize in critical technology areas including:

- Networking
- Security
- Unified Communications
- Contact Center
- Data Center
- Devices

## EXHIBIT E



The Operations Center ensures that clients' IT infrastructure and systems receive high-quality, continuous support for both routine and urgent needs. Whether troubleshooting complex issues or deploying new solutions, our engineers are trained in the latest technologies and best practices to guarantee excellent service delivery.

### Case Management

Customers may engage with NWN through our Public Safety Service Delivery Center (SDC). The SDC employs highly trained professionals, specializing in technology support. Our Service Desk will act as your single point of contact for all assigned cases opened with NWN and working alongside engineering they will ensure that all cases are resolved quickly and professionally. Customers may interact with our SDC via our Service Desk [toll-free number](#), e-mail, or through our EMP Support portal.

When a case is opened, it is important that the appropriate priority is assigned to reflect the current service impact. Case priority is primarily formed out of its Impact and its Urgency. There are also additional elements used to determine priority like size, scope, complexity, and resources required for resolution.

- **Impact:** The Impact of the incident is the measure of the criticality of the incident to the business. Traditionally, Impact is tied to the number of users or business processes affected.
- **Urgency:** Urgency is a measure of the necessary speed cases will be prioritized and assigned a severity based on the information provided by the Customer.

These two values will help determine the priority level assigned to the case. The following chart below is leveraged to assign the appropriate Priority level.

		Impact		
		High	Med	Low
Urgency	High	1	2	3
	Med	2	3	4
	Low	3	4	4

Once a case is classified, it is assigned a priority. These priorities drive the activities of the NOC as they work to resolve cases.

Priority	Definition
<b>P1 (Critical)</b>	Occurs when there is critical impact to the business operations and urgent action is required to resolve the incident. For example, network is unavailable, a site is partially down and/or impacting a significant part of the business operations and no work-around is available.

**EXHIBIT E**

<b>P2 (Major)</b>	Occurs when performance of a supported service or environment is severely degraded causing a high to medium level of impact. Functionality may be noticeably impaired, but most business operations continue. P2 incidents have a high to medium level of urgency requiring responsiveness, the activation of SOPs, on-call procedures, and invoking vendor support.
<b>P3 (Minor)</b>	Occurs when operational performance is impaired while most of the business operations remain functional. Limited devices (PC, printer, terminal, video rooms, extensions) are not operational. There is degradation of services although the issue is not mission critical. P3 incidents are responded to using standard operating procedures and operating within the standard workflow and operational structures.
<b>P4 (Information)</b>	Occurs when you require information or assistance on NWN Carousel-provided product capabilities, installation, or configuration. There is clearly little or no impact to your business operations. P4 incidents are responded to using standard operation procedures as time allows.

CONTRACTOR must provide an on-site, dedicated resource (on-site tech) with appropriate certifications

for forty (40) hours per week and must define the following:

**NWN Response:** NWN's Experience Management (EMP) Staffing Services provide flexible solutions to fill staffing gaps, support short-term projects, or address longer-term demands without the overhead of permanent hires. Our staffing services allow clients to scale their workforce quickly, bridge skill gaps, and address project-specific needs. This flexibility allows organizations to hire temporary staff, with the option to convert successful contractors into permanent employees when needed. Additionally, clients avoid the administrative burden of managing full-time employees, such as taxes, benefits, and other overhead costs.

What resources and equipment customer is required to provide

**NWN Response:**

Dedicated Resource's Work Area: Pinellas County has the responsibility for identifying the Dedicated Resource's work area. A safe and workable environment shall be provided.

Access: It is the Customer's responsibility to ensure NWN is aware of all facility access guidelines and procedures for both regular and non-regular business hours (nights, weekend, holidays, etc.) and NWN's responsibility to ensure the Dedicated Resource(s) are aware of and comply with any such procedures.

Safety: The Dedicated Resources(s) must comply with all Customer location safety and security requirements. NWN will immediately report any accidents involving the Dedicated Resource to the Customer in writing. For personal health issues, NWN employees shall contact their own physician, or contact NWN's management or HR for advice.

**EXHIBIT E**

What resources and equipment CONTRACTOR is required to provide

**NWN Response:** NWN will provide the dedicated resource with a laptop and mobile phone. The laptop will include company tools such as email and instant messaging as well as access to our services and support tools.

Overtime rate for hours of work that exceeds 40 within a week and approval process for OT hours to be worked to include a timecard for OT submitted to County for County Representative signature.

**NWN Response:** Overtime for work conducted outside normal business hours will be calculated presuming a forty (40) hour work week and pursuant to the appropriate labor laws. If work outside of agreed support hours is required, Customer reserves the right to modify the Dedicated Resource's schedule to avoid overtime charges, excluding work on Sundays and Holidays. Overtime charges will be invoiced separately from the monthly Dedicated Resource Agreement invoice. Year 1 will be \$165.24 for regular overtime and \$220.32 for holidays. See years 2-5 pricing in the pricing quote.

If a Dedicated Resource incurs travel expenses while supporting an additional Customer location not listed in Section 1, travel and living expenses (i.e. mileage, overnight accommodations, rental vehicle, and/or meals) shall be billed to Customer at cost and will be billed separately from the Dedicated Resource Agreement invoice.

If a Dedicated Resource incurs expenses outside of travel, including but not limited to supplies, security registration fees/badge fees, equipment and/or tools required to perform daily functions as instructed by the customer, those expenses shall be billed to customer at cost.

Contract terms scheduled to end outside of a full month billing cycle will be prorated accordingly based upon listed flat monthly rate.

All OT hours will be approved by Pinellas prior to entry into ServiceNow for OT invoicing. OT cases created in ServiceNow will generate invoices to Pinellas County. Once approval is given and signed off by Judith Weshinskey-Price at Pinellas County OT cases will be created and closed out in ServiceNow to generate invoice.

1. Overtime Hours worked at Pinellas County by FTE's and subs must be submitted to [eric.crabtree@nwn.ai](mailto:eric.crabtree@nwn.ai) by 2pm Friday afternoon. Hours must be presented in an hour/day format with explanations as to any OT that was incurred that week.
2. Hours received must be entered on the 'Weekly Pinellas Hourly and OT Sign Off' form that must be completed and sent to Judith Weshinskey-Price at Pinellas County no later than 3pm Friday afternoon. This form is located under 'General > SOP and Process Documents > Pinellas County FL' in the Dedicated Staffing SharePoint. The form must be completed, saved as a PDF and sent to Judith through DocuSign for final approval.
3. After approval is received, the completed returned form must be uploaded to the Dedicated Staffing folder under 'General > Time Entries > Pinellas County > Complete.

Minimum level of certification and education to be required

**NWN Response:** NWN represents and warrants that the Dedicated Resource possesses the requisite experience and expertise to perform this obligation hereunder in accordance with the highest professional standards. NWN staffing for Public Safety look for

**EXHIBIT E**

industry leaders with years of experience in their specialized areas of expertise. NWN completes a comprehensive background check using external specialized vendors who follow industry standards to ensure compliance with our customers' needs. If additional needed security clearance is needed, NWN will work with the PSAP to determine the specific needs case by case. NWN is eVerify certified.

Minimum level of experience in an emergency communication environment with the Vesta phone system to be required

**NWN Response:** NWN represents and warrants that the Dedicated Resource possesses the requisite experience and expertise to perform this obligation hereunder in accordance with the highest professional standards. NWN staffing for Public Safety look for industry leaders with years of experience in their specialized areas of expertise. NWN completes a comprehensive background check using external specialized vendors who follow industry standards to ensure compliance with our customers' needs. If additional needed security clearance is needed, NWN will work with the PSAP to determine the specific needs case by case. NWN is eVerify certified.

How coverage will be maintained when on-site tech is on leave, both planned and unplanned

**NWN Response:** NWN has a documented coverage process for coverage when the primary onsite tech is not available.

NWN will maintain a list of all Technicians who are badged and authorized to work on site in Pinellas County, FL, having successfully completed a background check conducted by Pinellas County. Any new personnel added to the onsite support or backup onsite support teams will be required to submit their resume to NWN. NWN will collaborate with Pinellas County to coordinate a time for the badging/fingerprinting process.

For planned time away from work by the onsite technician, NWN will coordinate with internal management to ensure coverage. Pinellas County will be informed of scheduled time away as well as coverage changes in advance. NWN will take the necessary steps to notify support teams of the coverage change and to transition existing workloads to the backup onsite technician.

For unplanned absences NWN's public safety NOC will provide remote support during the short-term absence to ensure issues and requests are moving forward in accordance with contract SLAs. In the event onsite smart eyes and hands are needed, NWN will partner with our third-party contractor who dispatches to the location and work with NWN's remote public safety NOC team for any Priority 1 and Priority 2 incidents. This process will be used when the on-site technician or NWN backup coverage is not available during the weekends or after hours and only for Priority 1 or Priority 2 cases.

Right of refusal by County for onsite candidate

NWN Response: COMPLY (C).

**EXHIBIT E**

Proposer's Service Level Agreement (SLA) response priorities must be defined and include the maximum response time that will not be exceeded broken down to specify time engaged remotely, time until on-site tech onsite, and escalation points. If the CONTRACTOR fails to

respond or escalate within stated maximum response times, regardless of other involved service providers, the credit to the County is as follows:

**NWN Response:** NWN delivers services based on a pre-configured set of Service Level Objectives (SLOs) that govern how we deliver our service offerings. The start of these processes may originate from the monitoring system, event management, or Customer opened cases.

Once a case is classified, it is assigned a priority. These priorities drive the activities of the NOC as they work to resolve cases.

Priority	Definition
<b>P1 (Critical)</b>	Occurs when there is critical impact to the business operations and urgent action is required to resolve the incident. For example, network is unavailable, a site is partially down and/or impacting a significant part of the business operations and no work-around is available.
<b>P2 (Major)</b>	Occurs when performance of a supported service or environment is severely degraded causing a high to medium level of impact. Functionality may be noticeably impaired, but most business operations continue. P2 incidents have a high to medium level of urgency requiring responsiveness, the activation of SOPs, on-call procedures, and invoking vendor support.
<b>P3 (Minor)</b>	Occurs when operational performance is impaired while most of the business operations remain functional. Limited devices (PC, printer, terminal, video rooms, extensions) are not operational. There is degradation of services although the issue is not mission critical. P3 incidents are responded to using standard operating procedures and operating within the standard workflow and operational structures.
<b>P4 (Information)</b>	Occurs when you require information or assistance on NWN Carousel-provided product capabilities, installation, or configuration. There is clearly little or no impact to your business operations. P4 incidents are responded to using standard operation procedures as time allows.

### Service Level Objectives

Commitment	Definition	Priority	Objective	Quarterly Measurement
<b>Speed to Answer</b>				
Speed to Answer is measured across all Customer calls.	<b>Service Desk live answer</b>		<b>&lt;=20 Seconds</b>	90% Aggregate
<b>Incident Response (EMP Support, Operate, and Lifecycle Only)</b>				
Incident Response is measured from receipt of	<b>Notification to Incident</b>	<b>P1</b>	<b>&lt;=15 Minutes</b>	90% Aggregate
	<b>All Emails considered as P2 by default</b>	<b>P2</b>	<b>&lt;=30 Minutes</b>	

**EXHIBIT E**

notification via email, call, or alarm.		P3	<=30 Minutes	
		P4	<=30 Minutes	
Incident Assignment (EMP Support, Operate, and Lifecycle Only)				
Incident Assignment period is measured from the time the incident has been opened.	Incident to Engineer Assignment	P1	<=30 Minutes	90% Aggregate
		P2	<=1-hour	
		P3	<=4-hour	
		P4	<=8-hour	
Incident Resolution (EMP Support, Operate, and Lifecycle Only)				
Incident Resolution period is measured from the time the incident has been opened.	Incident Creation to Incident Resolution	P1	<=4-hour	80% Aggregate
		P2	<=8-hour	
		P3	<=4 Business Days	
		P4	<=10 Business Days	
Problem Management (EMP Support, Operate, and Lifecycle Only)				
Problem Management is measured from time of Customer request for RCA.	Root Cause Analysis (RCA) Inputs	Deliver y	7 Business Days	80% Aggregate
Change Management Response (EMP Support, Operate, and Lifecycle Only)				
Change Management Request Response is measured from receipt of the request to the creation of the Service Request (SR).	Emergency Change Critical	P1	<=15 Minutes	90% Aggregate
	Emergency Change Default	P2	<=30 Minutes	
	Complex Change Default	P3	<=30 Minutes	
	Standard Change Default	P4	<=30 Minutes	
Change Management Implementation (EMP Support, Operate, and Lifecycle Only)				
Change Management Implementation is measured from the time of the change approval or from the start of the authorized change window.	Emergency Change Critical	P1	<=2-hour	80% Aggregate
	Emergency Change Default	P2	<=Same Bus Day	
	Complex Change Default	P3	<=Next Bus Days	
	Standard Change Default	P4	<=3 Business Days	

**Service Level Exclusions**

The following activities will pause or stop the SLA time:

- Scheduled or planned downtime
- Power, cooling, or other environmental factors (damage, fire, etc.)
- Carrier CPE Issues
- Denied Access due to updates to credentials without prior notification of NWN
- Downtime resulting from the actions or inactions of Client or third parties with whom NWN has no direct contractual arrangement.

EXHIBIT E



- Service interruptions, deficiencies, degradations or delays due to access to site restrictions, CPE or maintenance or removal of service
- Non- release for testing
- Changes due to government regulations
- National or local holiday caused failures
- Force Majeure conditions
- Waiting on 3rd Party (i.e. courier)
- Waiting on Manufacturer (i.e., pending Cisco TAC)
- Waiting on Client (i.e. need client to verify power)

Maximum response time exceeded: 3% penalty first violation, increasing by 2% for each consecutive until 10%

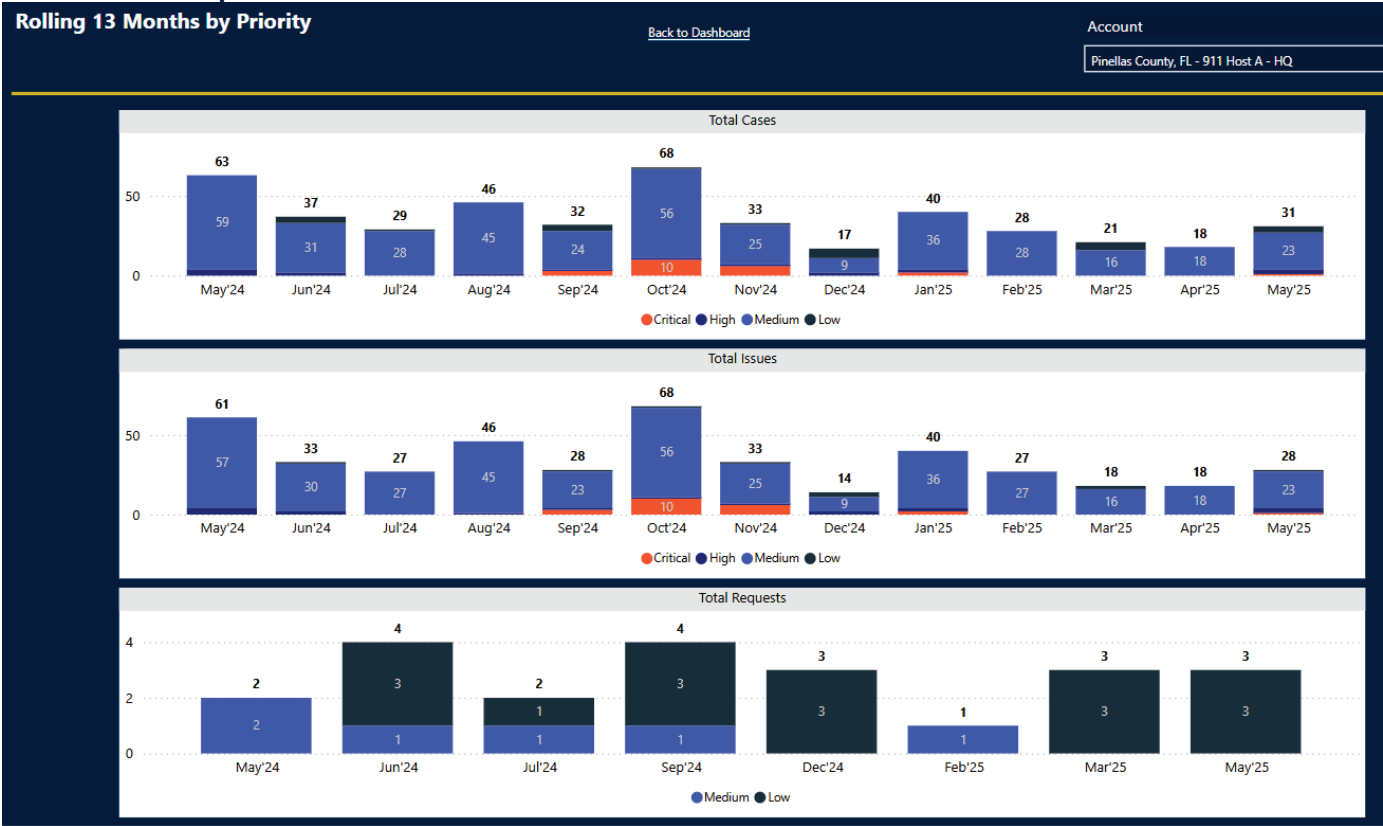
NWN Response: COMPLY (C).

Timeframe to receive penalty

NWN Response: COMPLY (C).

Average response time data by priority for previous year

NWN Response: Please see chart below:



**EXHIBIT E**

CONTRACTOR must describe process for escalation within proposer's organization as well as process for escalation to Motorola including the following:

**NWN Response:** Escalate your Incident or Service – Escalation occurs when an incident or service request cannot be resolved at the first point of contact and requires the engagement of more advanced technical resources to achieve successful resolution. NWN's escalation management process tracks and manages situations that require increased awareness and swift action.

The Service Team will proactively escalate on your behalf, based on a defined workflow. Although usually unnecessary, you may escalate an incident based on pre-negotiated thresholds for Urgency and Impact, contained in your support agreement.

WHAT HAPPENS WHEN ESCALATION IS REQUESTED	
Step	Description
1) Call Service Team	It is best to submit all escalation requests via telephone. If submitted via email, a Service Team Representative follows-up with telephone call to confirm the details of the escalation request.
2) Identify Incident	Escalation involves an existing request; therefore, an Incident or Service Request Number will already exist. Provide the number, otherwise we will locate it.
3) Confirmation	The Service Team Engineer assesses the issue, confirms escalated status, and provides new information on expected resolution time. At that point, the Incident Management or Service/Change Management Process continues as described previously in this document.

The Service Level Management Team (SLM) actively plays a role in providing guidance and oversight in case and record management with an emphasis on helping meet customer expectations and meet & improve on NWNC Service Level targets.

The Service Level Management Team serves as a “safety net” for our Customer Success Teams. SLM monitors and tracks key areas and metrics so that your team can focus on the day-to-day without fear that an SLA, aging case, or customer update will fall off your radar. Our ultimate goal is to drive increased customer satisfaction (NPS) and customer retention by working collaboratively.

The SLM meets these objectives by utilizing 3 primary tools: Dashboard, Inbox, and Spotlight.

EXHIBIT E



# Dashboard Focus

Assignment

- SLM provides additional oversight to Assignment SLAs.
- Assignment SLAs are tracked from 60 to 0 minutes.
- SLM communicates with towers via MS Teams chat.

- SLM provides additional oversight to Resolution SLAs.
- SLM provides insight into these cases.
- Resolution SLAs are tracked from 2 to 0 hours.
- SLM communicates with towers via the MS Teams chat.

Resolution

Before an SLA timeframe is passed the SLM team will communicate (inbox) will post assignment and resolution notifications in dedicated MS Teams chat. Technical response teams are required to provide acknowledgement so that SLM knows that the message was received.

Team the below case is coming up on assignment:

NWN-  
CS0878095

2 -  
High

WCC Agents Receive RONA message -

46  
Minutes

NWNC  
Collaboration

racy Rozzen 12/22/23 1:14 PM

Team the below case is coming up on resolution:

NWN-  
CS0874499

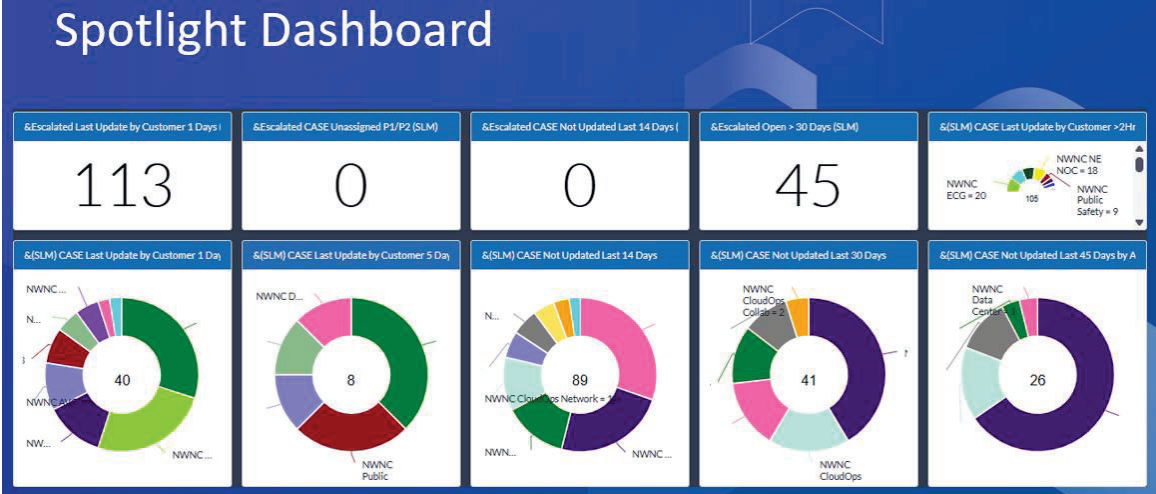
3 -  
Medium

Phone not placing or Receiving calls correctly

38  
Minutes

NWNC  
Collaboration

SPOTLIGHT - Sample Case Dashboard with Escalation Tracking



**EXHIBIT E**

Spotlight Reports – Spotlight reports allow the SLM to view all SLA and escalation responses in a single pane of glass. Reports include:

- Escalated Last Update by Customer 1 Day
- Escalated CASE Unassigned P1/P2
- CASE Last Updated by Customer 3 Days
- Escalated Open > 30 Days
- CASE Last Updated by Customer > 2 and 8 hours
- Cases Older than 6 Month Review
- Open CASE Unassigned > 6 hrs by Assignment Group

The “Spotlight” function of the SLM role, is constantly evolving. The SLM Team consistently reviews dashboard reports to identify trends and areas of improvement that require attention.

It is in the “Spotlight” function that SLM is focusing on whether a case has been updated frequently enough, or if the case was last updated by a customer. It is here that we are focusing on if cases are aging and adding additional oversight to escalated accounts and key customers.

Unlike the “Dashboard” function, Spotlight communication may be via Chat or Email. The differentiator being things that are more urgent are usually sent via chat, while those more strategic are emailed.

#### Define escalation points

**NWN Response:** In the event the Service Team is unable to remediate an Incident or another request for service within the defined window, we escalate it based on a defined workflow. The Service Team proactively escalates incidents on your behalf. It is usually unnecessary; however, you may request escalation if your condition or level of risk changes; based on pre-negotiated thresholds for Urgency and Impact, contained in your support agreement.

WHAT HAPPENS WHEN ESCALATION IS REQUESTED	
Step	Description
1) Call Service Team	It is best to submit all escalation requests via telephone. If submitted via email, a Service Team Representative follows-up with telephone call to confirm the details of the escalation request.
2) Identify Incident	Escalation involves an existing request; therefore, an Incident or Service Request Number will already exist. Provide the number, otherwise we will locate it.
3) Confirmation	The Service Team Engineer assesses the issue, confirms escalated status, and provides new information on expected resolution time. At that point, the Incident Management or Service/Change Management Process continues as described previously in this document.

EXHIBIT E



Define timeframe for escalation

**NWN Response:** As noted above, cases (tickets) are automatically escalated when exceeding our SLAs. Also, the county may escalate a ticket via the process above.

Describe coordination process with Motorola including points of contact between CONTRACTOR and Motorola

**NWN Response:** ORIGINAL EQUIPMENT MANUFACTURER (“OEM”) SUPPORT MUST BE IN PLACE FOR ACCESS TO ANY OEM-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF SIGNED SOW, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE OEM.

Remote Monitoring & Response (M&R)

Where Remote Monitoring & Response has been ordered, system alarms and alerts will be sent to the OEM’s network management center for collection and analysis. The OEM will determine if the condition requires action and notify NWN’s Public Safety Network Operations Center (NOC) with the details. NWN’s NOC will create a service ticket, notify the Customer, address the matter, and management the service response to resolution.

Remote Monitoring & Response	NWN	OEM
Receive system Alarm and Alert notifications		
Determine if condition is actionable		
Refer the issue to NWN if action is required		
Issue a Service Ticket and Notify the Customer		
Manage the service response to resolution		

Software Support

Software Support includes entitlements to software updates, hotfixes, and patches as well as Tier 3 and 4 technical support from the system manufacturer. NWN manages the deployment of software updates as defined by the manufacturer.

NWN will engage OEM Tier 3 and 4 technical support if required for resolution of any service issues.

Software Updates

The OEM provides notification of the availability of new software updates to the NWN via a Product Change Notice (PCN) which provides the specifics of the update and the availability.

**EXHIBIT E**

Upon notification, NWN is to review the PCN and determine how it applies to each of its sites. Once NWN determines the PCN applies to its sites, it is the responsibility of the NWN to implement.

<b>Software Updates</b>	<b>NWN</b>	<b>OEM</b>
Performed as needed based on OEM release schedule of pre-approved updates and patches		X
Coordinated and scheduled by NWN Customer Experience Manager (CEM)	X	
Covers dot releases, hotfixes and patches		X
Performed Onsite when needed	X	

**Patch Management**

This service provides remote, schedulable delivery of critical (OEM tested) Microsoft Security patches to monitored computers. Installation of critical security patches is a crucial part of securing a PSAP against today's threats. Requires reboot of systems.

*Operating System Security Patches*

The OEM receives notifications from Microsoft as it pertains to Operating Systems (OS) and application security patches. The OEM reviews the notifications and determines if any apply to the specific OS and applications used by the OEM's solutions. The OEM will provide NWN with a Technical Services Bulletin (TSB) identifying that the security patch is available and recommends the deployment. It is NWN's responsibility to review the TSB, determine the applicability based on its sites, and download and deploy the security patches. Where Customer has purchased Patch Management Service, NWN will manage the deployment.

<b>Patch Management – 8x5</b>	<b>NWN</b>	<b>OEM</b>
Microsoft Patch Management is based on the OEM's release schedule of pre-approved Microsoft patches.		X
Implementation coordinated by NWN (Scheduled based on Customer needs during regular business hours, 8am-5pm Monday-Friday). Patches will be applied quarterly at a minimum. Any patch requiring more urgent deployment as determined by the OEM will be applied as required by OEM recommendation.	X	
Delivered remotely by OEM with NWN onsite support	X	X
Performed onsite (Reboot Required)	X	

**Antivirus Protection**

This service provides remote, schedulable delivery of critical (OEM tested) anti-virus definition updates to monitored computers eliminating cumbersome and costly manual delivery of updates

**EXHIBIT E**

and significantly assisting in the reduction of virus infections. Anti-virus software and the maintenance thereof is a crucial part of securing today's PSAP.

<b>Antivirus Protection</b>	<b>NWN</b>	<b>OEM</b>
Anti-virus Software Updates		
Coordinated by NWN		

Describe process to provide updates and feedback to County

**NWN Response:** NWN understands clear and regular communication during major incidents are important for all stakeholders in the 911 center. In addition to the EMP portal, the onsite technician will provide ad-hoc updates as available on major incidents impacting the center. Additionally, NWN proposes weekly and monthly meetings to ensure timely communication and updates.

Weekly meetings – conducted by the NWN onsite technician and including interested Pinellas SES personnel – review of open and closed service tickets, with particular attention to high priority or high visibility tickets as well as system patch planning. This meeting will also review any dependencies on other providers, such as carrier or Motorola and updates on any root cause analysis (RCA) in progress.

CONTRACTOR must define what capabilities exist for reporting to include, but not limited:

**NWN Response:** Tracking and reporting are key components of our services. Reporting provides the Customer with insights into the health and operations of their critical IT infrastructure. On a periodic basis, NWN will provide a set of summary reports that detail work performed to maintain and operate the environment. These reports include:

<b>Priority</b>	<b>Definition</b>
<b>Incident</b>	Incidents are captured in the ticketing system. On a monthly basis a snapshot is taken of what incidents have been completed over the course of the month as well as what incidents are currently outstanding.
<b>Schedule Activity Report</b>	Scheduled Maintenance activities are captured in the ticketing system. A snapshot is taken of what scheduled maintenance has been completed over the course of the month as well as what schedule maintenance is currently outstanding.
<b>Monthly Analysis</b>	The customer will receive an analysis report of the critical information captured with regards to the customer's environment along with a technical summary about the key statistics. These reports can be utilized to identify preventative maintenance activities as well as future planning on the technical direction for the environment.

## EXHIBIT E



### Service Reporting Deliverables

NWN Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>• <b>Configure Reporting.</b></li> <li>• <b>Provide reports on the designated schedule.</b></li> <li>• <b>Review reports with the Customer during regular review meetings.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Review reports as delivered.</li> <li>• Provide feedback if applicable.</li> </ul>

Analysis on ticket response and resolution times for each priority level, percentage of compliance to maximum time frames

**NWN Response:** NWN will provide access for Pinellas SES users to our Experience Management Portal (EMP). EMP's case management and reporting provides real-time reporting of each case, priority level and compliance to standard SLAs.

List of open tickets and current status, with updates occurring no less than once a week or anytime a change occurs

**NWN Response:** NWN understands clear and regular communication during major incidents are important for all stakeholders in the 911 center. In addition to the EMP portal, the onsite technician will provide ad-hoc updates as available on major incidents impacting the center. Additionally, NWN proposes weekly and monthly meetings to ensure timely communication and updates.

Weekly meetings – conducted by the NWN onsite technician and including interested Pinellas SES personnel – review of open and closed service tickets, with particular attention to high priority or high visibility tickets as well as system patch planning. This meeting will also review any dependencies on other providers, such as carrier or Motorola and updates on any root cause analysis (RCA) in progress.

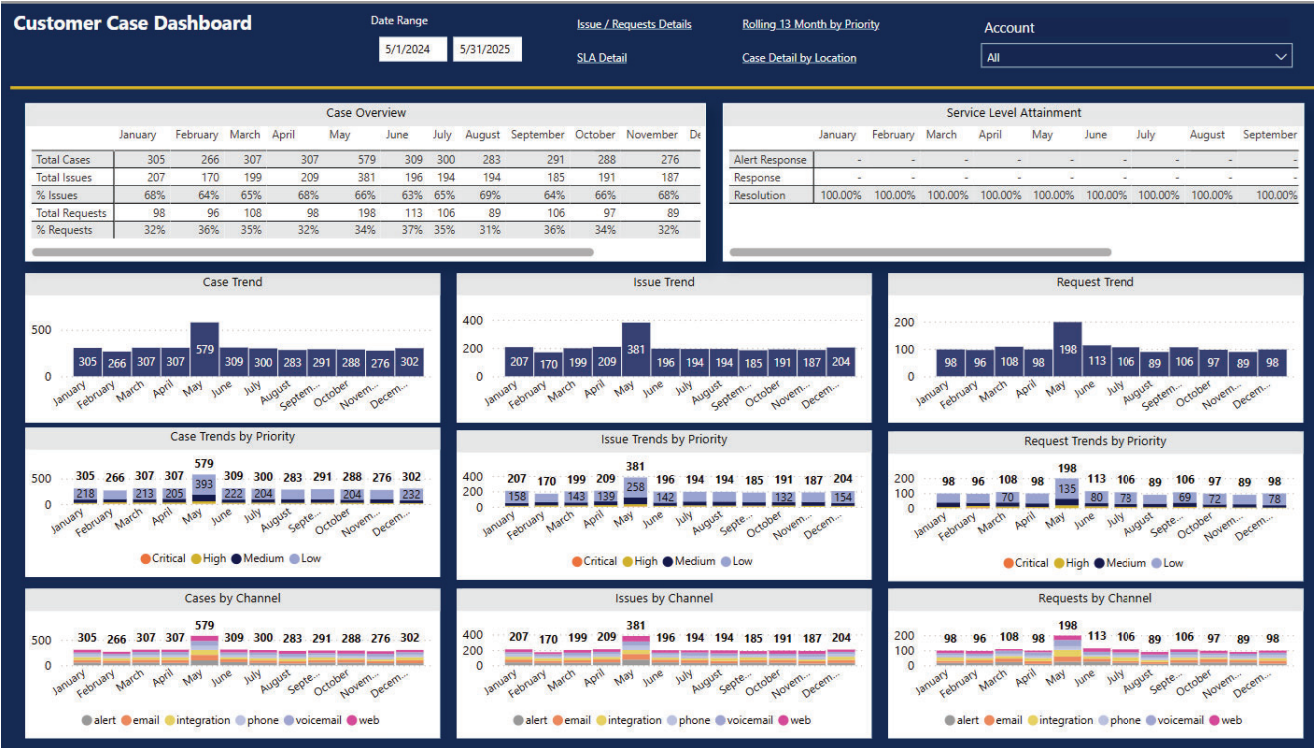
### Examples of reporting

**NWN Response:** Reporting is included in our Experience Management Portal (EMP). The EMP portal provides:

#### **Case Management**

When incidents occur, or requests are made, having a unified view of all those service transactions in a single place makes keeping key users up to date easier. With EMP, customers can review automated cases and open and manage their own cases through EMP's Self-Service Ticketing.

EXHIBIT E



Service Management

NWN is accountable to you, and that means we measure all aspects of our service delivery, and your experience. Our SLA dashboards give you insights into the cases you’re seeing, and how well we’re performing.

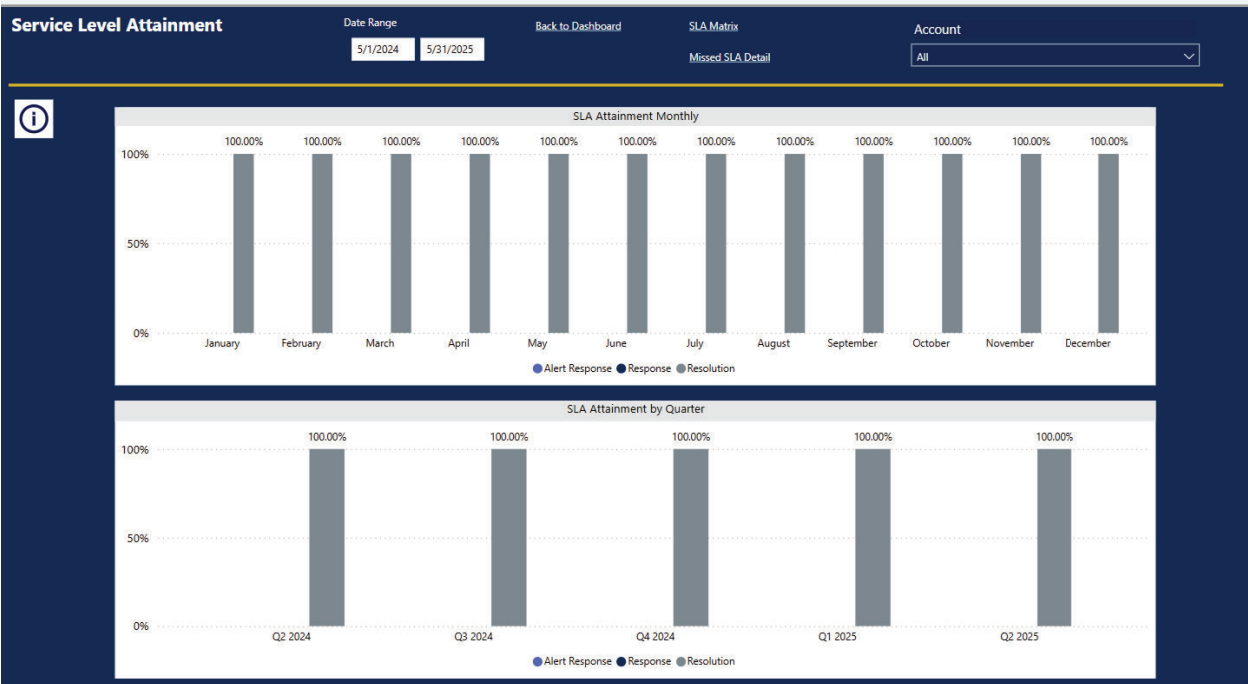


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Service Level Detail by Priority

Date Range

5/1/20245/31/2025

Back to Dashboard

Missed SLA Detail

Account

EMP Demo

Back to SLA Detail

SLA Name

SLA Missed

SLA Made

SLA Total

SLA % Made

Alert Response

0

0

0

-

P1

0

0

0

-

P2

0

0

0

-

P3

0

0

0

-

P4

0

0

0

-

P5

0

0

0

-

SLA Name

SLA Missed

SLA Made

SLA Total

SLA % Made

Response

0

0

0

-

P1

0

0

0

-

P2

0

0

0

-

P3

0

0

0

-

P4

0

0

0

-

P5

0

0

0

-

SLA Name

SLA Missed

SLA Made

SLA Total

SLA % Made

Resolution

0

2447

2447

100.00%

P1

0

28

28

100.00%

P2

0

173

173

100.00%

P3

0

551

551

100.00%

P4

0

1695

1695

100.00%

P5

0

0

0

-

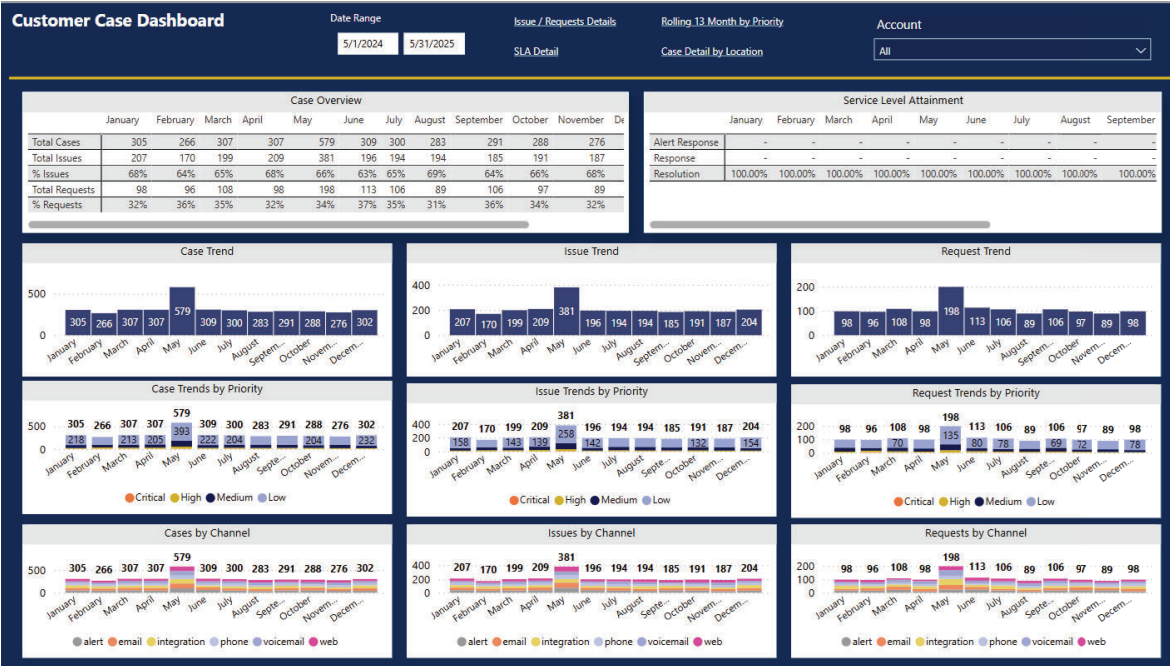
Access to ticketing portal

**NWN Response:** NWN will provide access for Pinellas SES users to our Experience Management Portal (EMP). EMP streamlines your day-to-day administration and operations activities. EMP is role-based platform granting our clients control over the entire customer journey. From ongoing support, management, and reporting, customers enjoy a comprehensive interface for consuming, managing, and tracking the performance of their NWN Offerings.

The EMP portal provides:  
**Case Management**

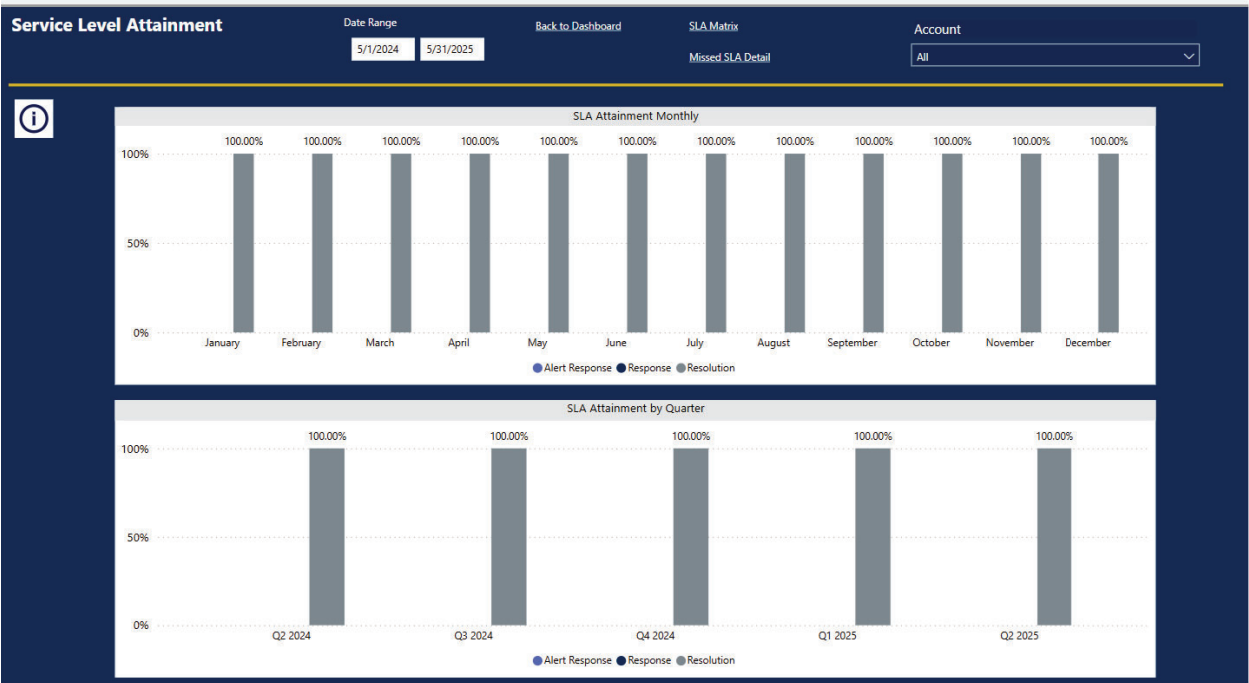
When incidents occur, or requests are made, having a unified view of all those service transactions in a single place makes keeping key users up to date easier. With EMP, customers can review automated cases and open and manage their own cases through EMP’s Self-Service Ticketing.

EXHIBIT E



Service Management

NWN is accountable to you, and that means we measure all aspects of our service delivery, and your experience. Our SLA dashboards give you insights into the cases you’re seeing, and how well we’re performing.



**EXHIBIT E**

CONTRACTOR must include how reports will be provided and how often.

**NWN Response:** Reporting is available any time in our EMP portal. Formal reporting is provided on a regular recurring schedule as follows:

Priority	Definition
<b>Incident</b>	Incidents are captured in the ticketing system. On a monthly basis a snapshot is taken of what incidents have been completed over the course of the month as well as what incidents are currently outstanding.
<b>Schedule Activity Report</b>	Scheduled Maintenance activities are captured in the ticketing system. A snapshot is taken of what scheduled maintenance has been completed over the course of the month as well as what schedule maintenance is currently outstanding.
<b>Monthly Analysis</b>	The customer will receive an analysis report of the critical information captured with regards to the customer's environment along with a technical summary about the key statistics. These reports can be utilized to identify preventative maintenance activities as well as future planning on the technical direction for the environment.

CONTRACTOR must define schedule of reoccurring meetings for clear and transparent communication with the County:

NWN Response: COMPLY (C)

Schedule of meetings, how often they will occur

**NWN Response:** Weekly and monthly meetings to ensure timely communication and updates. Additional meetings will be conducted as needed for specific project status updates, project design/discovery meetings and executive meetings.

Topics such as review reports, outstanding issues, and planning for the future

NWN Response: COMPLY (C).

Weekly meetings – conducted by the NWN onsite technician and including interested Pinellas SES personnel – review of open and closed service tickets, with particular attention to high priority or high visibility tickets as well as system patch planning. This meeting will also review any dependencies on other providers, such as carrier or Motorola and updates on any root cause analysis (RCA) in progress.

Monthly Meetings – conducted by the NWN customer success manager and NWN account manager. This meeting agenda focuses on reviewing the satisfaction of support, identifying any areas for corrective action/updates on corrective actions, project touchpoints/project escalations, manufacturer innovations or updates (including end of life notices) invoice questions, and any new requests.

Additional meetings as needed – specific project status meetings, project design/discovery meetings and executive meetings will be held as needed or as requested by Pinellas SES.

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Who will attend regularly from proposer's organization (by position title)

**NWN Response:** COMPLY (C).

Weekly meetings – conducted by the NWN onsite technician. This meeting can include NOC personnel or management (if applicable or requested).

Monthly Meetings - conducted by the NWN customer success manager and NWN account manager. Attendees can include NOC management, business design architect, project management, and other parties as needed to address the agenda topics.

CONTRACTOR must provide plan to continue maintenance and support services if remote access is not available.

**NWN Response:** COMPLY (C) - Remote access is required for NWN's full-service support delivery model. Should the NWN's network operation center or any NWN engineer not be able to remotely access the systems under support the NOC would open a ticket with the dedicated onsite technician to repair remote access. If remote access cannot be repaired in a timely manner, the dispatched technician would escalate the ticket for additional help. In the meantime, the dedicated onsite technician would be assigned to work tickets under the standard SLAs (24x7 coverage on P1 and P2, M-F 8x5 on P3, etc).

CONTRACTOR must provide plan to upgrade or replace equipment and software approaching EoL/EoS at least 6 months prior to losing support or updates.

**NWN Response:** NWN will make every effort to provide timely updates on EoL/EoS for the service center giving at least 6 months advance notice. EoL/EoS is determined by the manufacturer, NWN is not able to dictate the lead-time of those decisions. NWN reviews each manufacturer's EOL/EOS support notices as they are provided and identifies the affected clients. This process takes up to 4 weeks depending on the manufacturer. Once product in the Pinellas County ecosystem is identified as affected, NWN will review add that notice to the agenda for the monthly service review meeting immediately following the identification.

CONTRACTOR must describe their process to develop a root cause analysis, define what events trigger

**EXHIBIT E**

an RCA, provide expected timeline, and provide root cause analysis using the following format:

Summary-Narrative description of what occurred  
 Metrics / Graphs-Primary impact and support graphs  
 Customer Impact-How many customers affected? What was the impaired experience?  
 Detailed Analysis  
 Root Cause: Why?  
 Blast Radius: How widespread was the impact?  
 Duration: For how long?  
 What can County/Vendor learn?  
 What can be fixed/improved upon?

**NWN Response:**

**Problem Management** - Our service delivery team conducts root cause analysis to determine the underlying cause of an incident, document the findings and take appropriate corrective action. Root cause analyses are performed to understand the cause of critical outages, prevent future incidents from occurring, eliminate chronic incidents, and minimize future impact to problems and outages.

**Request Process** - Customers may request a root cause analysis after a P1 or P2 incident has been resolved. Only incidents that are resolved by NWN are eligible for Root Cause Analysis.

**Findings** - Our service delivery team will review the following:

- Incident records
- Event records
- Device logs
- Customer feedback

Once the review is completed the NWN engineer will provide feedback to the Customer within seven (7) business days. This will be in the form of a case update with recommended actions. Implementation of any recommendations is not included in this service. Any implementation of recommended changes should be submitted via a change request and are subject to the same limitations as any other change request.

**Problem Management Deliverables**

NWN Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>• Perform root cause analysis for individual P1 and P2 incidents upon customer request</li> <li>• Analyze case and device data</li> <li>• Perform problem determination review</li> <li>• Provide recommendations, if any, to avoid the problem in the future</li> <li>• Update Case notes as required</li> </ul>	<ul style="list-style-type: none"> <li>• Review pertinent event information and provide feedback accordingly.</li> <li>• Implement change recommendations or submit appropriate change requests to implement recommended changes if any are provided.</li> <li>• Notify NWN of any corrective action taken to clear the problem.</li> <li>• Provide a point of contact for troubleshooting and resolution.</li> </ul>

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CONTRACTOR must work with County Business Technology Services (County IT Department) and other partner vendors when necessary.

**NWN Response: Third Party Engagement**

For the supported environment NWN owns identification, troubleshooting, and resolution of third-party vendor related issues. NWN drives the third-party vendor escalation process and provides follow-up of a supported vendor related issue. When required, NWN creates a ticket directly with the third-party vendor on the Customer's behalf. NWN will drive the third-party vendor to identify the issue, troubleshoot the defined issues, and ultimately obtain resolution.

NWN notifies and communicates all third-party vendor issues with the Customer including ongoing status, available work arounds, and expected time of resolution. NWN will work the incident through closure, and if available, obtain the root cause. When required, NWN drives the escalation processes to resolve configuration, software, and hardware anomalies, manage hardware replacement, implement workaround for fixing software bug, and on-site engineering dispatch. The following requirements and notes apply to Third Party Engagement:

- Customer is required to sign LOA (Letter of Authorization) for each third party for whom OEM support was not purchased through NWN. Some OEMs require LOAs even when NWN has sold the license or maintenance contracts.
- Customer is responsible for providing all contract information and may be required to enable access to OEM portals through account creation and/or authorization.
- NWN SLAs do not apply to third party engagements. All SLAs will be paused during the time NWN is working with the carrier.

**Incident Triage and Troubleshooting**

For the supported environment, NWN owns identification, troubleshooting, and resolution of Carrier related issues. NWN acts as an agent of the Customer and drives Carrier escalations for MPLS, Ethernet, broadband, dedicated Internet, SIP trunks, PRIs, or analog circuits in the event of link down, service outage, timing & slips, or high interface errors.

- Customer is required to sign LOA (Letter of Authorization) for each carrier not purchased through NWN during the service transition process for 3rd Party Engagement.
- Customer is responsible for providing all Circuit information including account number, Circuit and LEC ID, service address and terminating device/interface.
- NWN SLAs do not apply to carrier services engagements. All SLAs will be paused during the time NWN is working with the carrier.

**Third Party Engagement Deliverables**

NWN Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>• Verify the LOA agreements</li> <li>• Drive escalation with the appropriate third-party vendors</li> <li>• Notify the customer of the issue including ticket number, time of outage, and expected time of restoration</li> </ul>	<ul style="list-style-type: none"> <li>• Provide LOAs as needed.</li> <li>• Review pertinent event information and provide feedback accordingly.</li> <li>• Notify NWN of any corrective action taken to clear the incident.</li> <li>• Provides a point of contact for troubleshooting and resolution.</li> </ul>

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<ul style="list-style-type: none"><li>• Track RMA hardware replacement process until replacement is shipped, received, installed, and restored</li><li>• Update the NWN Incident as required</li></ul>	<ul style="list-style-type: none"><li>• Package and ship faulty equipment and receive replacement RMA equipment</li></ul>
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CONTRACTOR must provide Incident Response and Disaster Recovery Plans including, but not limited,

to the following:

**NWN Response:** Event Management is the process that monitors all alarms, alert, and events related to the operation of the IT environment. Our Operations Center will detect alarms, alerts, and events from covered devices and applications, analyze them, and determine if the event is actionable. Where an event results in an incident that requires additional action NWN will create a case in the NWN Case Management System.

Event Correlation and Suppression

Our Service Delivery Platform has a powerful event correlation and suppression engine which uses advanced technology for evaluating many events and pinpointing the few events that require attention. Events that do not require further attention or action are automatically suppressed, while only the most important events are sent for notification or escalation and resources required for resolution.

Event Notification and Escalation

NWN will notify the Customer via automated email response that will contain the Case number, details collected during the event identification process, along with other information which may include effected device, system, service, location information, and, if applicable, any actions taken.

Service	P1 Cases	P2 Cases
Support, Operate, and Lifecycle Packages	The Event Management team will create a case and escalate to the appropriate incident response team. The incident team will then maintain any case notes and event information based upon work performed.	

Event Management Deliverables

NWN Responsibilities and Deliverables	Customer Responsibilities
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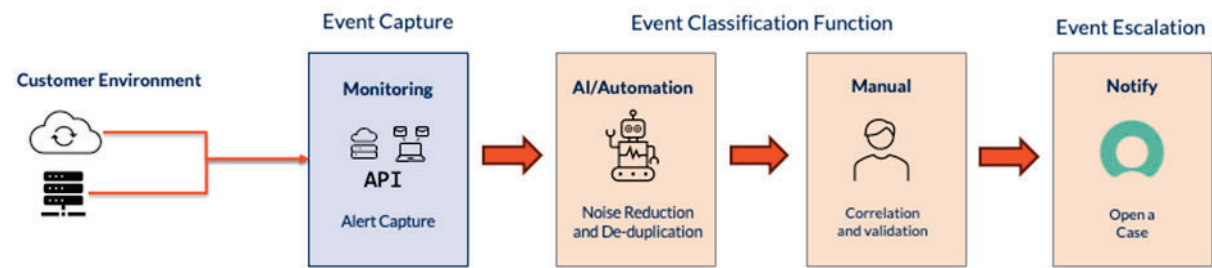
EXHIBIT E



<ul style="list-style-type: none"><li>• <b>Process incoming events.</b></li><li>• <b>Notify Customer of any events that require their attention.</b></li><li>• <b>Escalate actionable events to incidents based on defined event correlation and suppression rules.</b></li><li>• <b>Assign a priority to events that are escalated to incidents in the Case Management System</b></li><li>• <b>Clear events that do not require further attention.</b></li><li>• <b>Configuration and maintenance of event-based filters and automations</b></li><li>• </li></ul>	<ul style="list-style-type: none"><li>• Review pertinent event information and provide feedback accordingly.</li><li>• Notify NWN of any corrective action taken to clear the event.</li><li>• Provides a point of contact for event notifications</li></ul>
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Provide an incident response plan outlining the steps that will be taken in the event of an incident

**NWN Response:** Technical Support is designed to help restore normal service operation within a reasonable time to help contain the adverse impact on the Customer’s business operations, service quality, and systems availability. When a case is opened, it is important that the incident management process is applied, and an appropriate priority is assigned to reflect the current service impact. As ITIL defines it, incident priority is primarily formed out of its Impact and its Urgency. There are also additional elements such as size, scope, complexity.



Incident Awareness and Classification

NWN may become aware of incidents through the case management process or via the event management process. NWN will leverage these two processes to determine the proper course of action. Once the incident has been reviewed, it will be escalated to the proper resolver group who can best provide a timely solution to the issue at hand

Incident Triage and Troubleshooting

Our service delivery team executes step-by-step instructions that are used to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption. Once the NWN

## **EXHIBIT E**



incident management team receives a service ticket, an engineer will follow step-by-step instructions to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption.

### **Incident Resolution**

NWN's engineers will work with the Customer contact to implement a solution to the identified incident. This may include replacement of hardware through OEM Maintenance engagement, application of a configuration change, or implementation of a software patch. We will work with the Customer to restore prior functionality within reasonable effort.

### **Third Party Engagement**

For the supported environment NWN owns identification, troubleshooting, and resolution of third-party vendor related issues. NWN drives the third-party vendor escalation process and provides follow-up of a supported vendor related issue. When required, NWN creates a ticket directly with the third-party vendor on the Customer's behalf. NWN will drive the third-party vendor to identify the issue, troubleshoot the defined issues, and ultimately obtain resolution.

NWN notifies and communicates all third-party vendor issues with the Customer including ongoing status, available work arounds, and expected time of resolution. NWN will work the incident through closure, and if available, obtain the root cause. When required, NWN drives the escalation processes to resolve configuration, software, and hardware anomalies, manage hardware replacement, implement workaround for fixing software bug, and on-site engineering dispatch. The following requirements and notes apply to Third Party Engagement:

- Customer is required to sign LOA (Letter of Authorization) for each third party for whom OEM support was not purchased through NWN. Some OEMs require LOAs even when NWN has sold the license or maintenance contracts.
- Customer is responsible for providing all contract information and may be required to enable access to OEM portals through account creation and/or authorization.
- NWN SLAs do not apply to third party engagements. All SLAs will be paused during the time NWN is working with the carrier.

### **Incident Triage and Troubleshooting**

For the supported environment, NWN owns identification, troubleshooting, and resolution of Carrier related issues. NWN acts as an agent of the Customer and drives Carrier escalations for MPLS, Ethernet, broadband, dedicated Internet, SIP trunks, PRIs, or analog circuits in the event of link down, service outage, timing & slips, or high interface errors.

- Customer is required to sign LOA (Letter of Authorization) for each carrier not purchased through NWN during the service transition process for 3rd Party Engagement.
- Customer is responsible for providing all Circuit information including account number, Circuit and LEC ID, service address and terminating device/interface.
- NWN SLAs do not apply to carrier services engagements. All SLAs will be paused during the time NWN is working with the carrier.

### **Incident Triage and Troubleshooting**

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During the ordinary course of IT operations, significant incidents can occur, which can have an extreme impact on the steady-state operation of the business/organization. Our Services team may initiate the Major Incident Management (MIM) process in cases where a customer is experiencing an ongoing and severe hinderance to business operations.

When necessary, the Major Incident procedure could include the dynamic establishment of a separate Major Incident Team subject to the direct leadership of a NOC Manager. The NOC Manager ensures that adequate resources and focus are provided for finding a resolution. The NOC Manager will, as needed, organize, facilitate, and drive crucial meetings with the purpose of reviewing progress and determining the best course of action.

**Incident Management Deliverables**

NWN Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>• Perform the Incident process based on the approved SLAs</li> <li>• Notify the customer of the issue including ticket number, time of outage, and expected time of restoration</li> <li>• Update the NWN Incident as required</li> <li>• Validate the resolution of the incident</li> <li>• Handoff to Change and Problem management</li> </ul>	<ul style="list-style-type: none"> <li>• Review pertinent event information and provide feedback accordingly.</li> <li>• Notify NWN of any corrective action taken to clear the incident.</li> <li>• Provides a point of contact for troubleshooting and resolution.</li> <li>• Package and ship faulty equipment and receive replacement RMA equipment</li> </ul>

Provide a disaster recovery plan outlining the steps that will be taken to restore operations in the event of a disaster in a timely and effective manner.

**NWN Response:** The Disaster Recovery service provides an automatic backup of the entire contents of the hard drives on Windows-based servers within a call center. Backups are typically scheduled to be performed on a weekly basis and are designed to avoid any adverse effects on a call center's operation. System backups are saved to the Network Management Server (NMS) located at the site.

Disaster Recovery solution includes the following key benefits:

- Motorola Solutions, Inc. continuously certifies its product with the Disaster Recovery solution
- The Motorola NSOC team designs, deploy and configures the Disaster Recovery solution
- Our Disaster recovery solutions efficiently utilize storage capacity by storing only one copy of each unique system file. Files that are duplicated over many machines are only copied once for improved efficiency and tracked in a SQL database in the even that system restoration is required.

The primary purpose of the Disaster Recovery service is to protect valuable data (such as call records and configuration files) in the case of a hardware failure or data corruption. However,

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Motorola Solutions Disaster Recovery service also plays a valuable role in improving availability by drastically reducing restoration time by eliminating laborious CS shuffles installation processes.

The Disaster recovery service requires the addition of an NMS server to store system backup data. A SQL database, which is loaded onto the NMS prior to shipment, will track the backup processes.

### **Understanding the Disaster Recovery system setup**

The Disaster Recovery applicable is loaded onto the NMS Server by the Motorola Solutions NSOC.

The Disaster Recovery client software is then deployed from the NMS server to each server that needs to be backed up.

### **Understanding the backup process**

The Disaster Recovery application is typically configured to perform an automatic weekly backup of each subscribing server. One of the significant benefits of the Disaster Recovery software is that it supports incremental backups. This saves storage space and provides for a faster backup and restore process. The status of the backup process is stored in the SQL database and reports back to the Motorola Solutions NSOC. The NMS server is typically configured to store one month of backups (four copies, if backups are being saved on a weekly basis).

### **Understanding the restoration process**

If the server fails, the most recent backup for the device can be easily retrieved from the NMS server in order to restore the failed device. Utilizing the restoration process is much faster than reinstalling and configuring every application that was installed on each server. This process also ensures that all applications-specific files will be restored, which would not be possible if you were to recover a system by reinstalling and configuring each application

#### **Regular testing of disaster recovery process**

**NWN Response:** Motorola does not offer testing of the DR process. The NWN onsite technician will log in to the Motorola provided DR dashboard and confirm the system backups are occurring and there are no errors. If the backup is in an error state the technician will open a trouble ticket with Motorola as per their ticketing process and help ensure resolution of the issue.

#### **Provide reporting on testing**

**NWN Response:** Motorola does not offer testing of the DR process. The NWN onsite technician will log in to the Motorola provided DR dashboard and confirm the system backups are occurring and there are no errors. Status updates can be added to the weekly or monthly meetings to report back on finding.

CONTRACTOR must review as-built drawings at least once a year and provide updated drawings to

County in PDF and Visio.

**NWN Response:** Motorola produces the as-built drawings upon completion of each project. NWN project management will ensure a copy is

## EXHIBIT E



provided to Pinellas County and will also store a copy in our records. At each anniversary year, NWN's technical team will review the drawing to ensure they represent the current environment. If updates are missing or changes needed, NWN will request from Motorola. Only Motorola can provide and update as-built drawings.

CONTRACTOR must provide timeline for implementing all aspects of maintenance and support from contract execution.

**NWN Response:** Those services would not need to be onboarded but we would conduct our annual review of the runbook to ensure notifications and processes are correct. For new optional services selected (Security, DR, Pen testing) - NWN's service transition management methodology is based on the Project Management's Institutes' Project Management Body of Knowledge, the most comprehensive and globally recognized standard for project management. It outlines the critical path to planning and managing the service delivery lifecycle and is tailored to meet the Client's service transition requirements as necessary. It includes tools and templates used to manage Scope, Risk, Quality, Communications, Human Resources, Procurement, Time, and Cost. NWN's service transition activities, based on the information received from the Customer, are proposed to be executed in the following phases:



### Planning Phase

NWN Carousel will begin the service transition with a series of internal reviews culminating with a transition kick-off meeting.

- Schedule and coordinate transition kick-off meeting with Customer
- Agreement Review:
  - Level of Service
  - Technologies Supported
  - Locations Supported
  - Items Supported
- Response Procedures/runbook:
  - Collect Escalation Matrix details (Off Hours & Business Hours)
  - Review Carrier / Vendor Management (LOA)
- Review the Project Timeline:
  - Confirm Communications Plan / Contacts
  - Schedule Weekly Status Meetings
  - Take and publish Meeting Minutes
  - Establish Transition Steering committee members
- Design and formulate a knowledge transfer calendar and plan
- Review Monitoring tool requirements:
  - Identify the locations and virtual instances to deploy the Services Gateway
  - Configure the identified devices for services
  - Review Access Credentials
  - Security considerations

## **EXHIBIT E**



- Deployment of Services Gateway
- Device discovery

### **Execution Phase**

The focus for this phase is quickly get supported items configured in the monitoring tool and validate connectivity and response.

- Deploy the basic and advanced templates on managed devices and applications
- Validate the data generated by the monitoring system
- Perform the on-boarding quality assurance
- Configure Support features (based upon purchased contract.) Tasks:
  - Software Release and Patch Management
  - Configuration Management Network configuration back-up schedule
  - MACD Procedures
  - Change Management Procedures
  - Conduct Knowledge Transfer sessions
  - Identify risks and formulate a risk mitigation / readiness plan

### **Quality Assurance/Testing Phase**

This phase focuses on performing a full quality and testing review of the proposed solution. Further refinement and enhancements are also elements of this phase, focusing on the benefits to the Customer.

- Identify devices generating higher than average alerts
- Review with the Client and adjust thresholds
- Recommend environment changes based on alert analysis
- Review of existing support contract documentation (i.e. Cisco SmartNet,)
- Review and documentation of existing Carrier circuit ID's
- Validation of the monitoring tools and network connectivity to the Carousel Service Delivery Platform:
  - All devices configured into monitoring
  - Development of monitoring dependencies
  - Additional Probes and Agents as required
- Testing of ticket workflow
- Identify gaps and additional requirements

### **Tuning Phase**

This phase is focused on tuning of the environment to eliminate noise, false positives and ensure that the monitoring and reporting functions are optimized and working as expected. Additionally, NWN Carousel will finalize all delivery process and procedures which include:

- Discuss and finalize escalation notification processes
- Initiate 24x7x365 alert processing, validation, and escalation
- Execute Standard Operating Procedures (SOPs)
- Test and Review SLAs
- Review Response Procedures/runbook with the Client to identify any changes.

## **EXHIBIT E**



### **Steady State Phase**

During steady state support, the NWN Carousel service delivery team incorporates a quality assurance and continuous improvement processes as a proactive component of our managed services offering. Our service delivery team compares month-to-month key performance indicators (KPIs) such as “First to Know” trends, SLA attainment, mean time to resolution measurements, “alert to incident” ratios, “alert to device” ratios, and noisy element analysis to drive continual service improvements. And daily, our team reviews a subset of incidents leading to runbook changes, new runbook development, runbook automation, increased event correlation, and improved alert aggregation. The Quality Assurance Review begins during service transitioning and continues throughout the entire contract lifecycle.

- Provide services as per agreed SLAs
- Monitor alerts 24x7x365
- Perform alert triaging and ticketing
- Escalate incidents
- Prepare new SOPs based on alerts
- Execute proactive management tasks
- Report SLAs
- Plan Service Improvement
- Perform monthly reviews
- Portal credentials and review
- Lessons learned review
- Transition closure meeting and final signoff

The Transition Closure meeting will be a key milestone that triggers steady state invoicing.

### **Service Transition and Onboarding Deliverables**

#### **Customer Responsibilities**

- Designate a single point of contact for all transition activities.
- Provide device information including:
  - IP Addressing and Name Service information.
  - As Built Documentation
  - Current and backup configuration files (if available)
  - Security and access information as required.
  - Additional information as required.
- Participate in onboarding meetings and testing/go-live activities

## **EXHIBIT E**



CONTRACTOR must provide pricing with line item detail.

**NWN Response:** COMPLY (C). NWN has included detailed quotes for each of the following in Attachment E:

Items Priced in the bid portal response grid

- Group 1 Maintenance Services –Help Desk and Annual Best Practice Review
  - Group 2 – Dedicated On-Site Resource
- Quote 190763 (Additional inventory details included in the supplemental service agreements)

Items Priced Separately from the bid portal pricing grid

- Motorola Hardware Maintenance and Software Subscription/Support- Quote 196422
  - Motorola MDR+ (Threat Detection and Response-Vulnerability Scanning) –
    - Quote 196422 (recurring annual service)
    - Quote 196533 – One-time Installation Fees for PSC (St Pete installation included in hardware refresh)
  - Motorola Penetration Testing & Risk Assessment – Quote 196533

### **Redundant WAN Carrier Failover Support**

CONTRACTOR must maintain and support the equipment for 2 (two) diverse layer 2 network connections

used by a geo-diverse deployment between Vesta host A and Vesta host B and layer 3 edge routers at host and each remote to enhance the availability of failover to alternate routes/carriers for the WAN network used primary and secondary PSAPs using transport circuits provided by the County from contracted carriers. This includes required testing of failover process every three (3) months. Related equipment is listed in Appendix 3.

**NWN Response:** Failover testing to be conducted as small projects with a well-defined testing methodology, including what scenarios to test, the appropriate resources at NWN and the County that need to be present and success criteria. We would need to meet and define a more detailed scope of testing before a quoting. Additionally, please note, in order to provide full support on the redundant carrier failover, manufacturer support must be current and carrier LOAs provided.

### **Managed Services and Cybersecurity Requirements**

CONTRACTOR must provide timeline from contract execution through implementation.

**NWN Response:** Add Motorola Cybersecurity tools to the current environment. To add MDR+ (vulnerability scanning), penetration testing and risk assessment the standard timeline is as follows:

**EXHIBIT E**

Milestones and Deliverables	Proposed Timeline
<b>Penetration Testing Service</b> – External Penetration Testing  <b>Risk Assessment</b> – Cybersecurity Risk Assessment – Firewall Review – Physical Security Assessment	Begin based on Customer authorization.
<b>Phase 1 – Information Exchange</b>	Week One
Motorola and Customer will set specific assessment and deliverable dates, review information on infrastructure required for assessment, and exchange contact information.	
<b>Phase 2 – Active Assessment</b> Active assessment will take place based on agreed to schedule.	Weeks Two, Three
<b>Phase 3 – Report Writing and QA</b> Draft reports written and QA of reports performed prior to delivery to Customer.	Weeks Four, Five
<b>Phase 4 – Draft Reports Delivered</b> Draft report delivered to Customer. Reviewed by Customer prior to Draft Report review call.	Week Six, Seven
<b>Phase 5 – Draft Report Review and Final Report Delivered</b> Motorola and Customer discuss findings, recommendations, and review reports. Motorola will make any required adjustments to the draft report and return to Customer as a final report.	Week Eight

For details on the services and implementation requirements, please see attachment F.

CONTRACTOR must provide a list of any additional required equipment or connectivity including a description and pricing.

**NWN Response:** Please refer to attachment E, detailed line-item pricing and Attachment F Motorola Cybersecurity Solutions for details.

CONTRACTOR must be able to provide the following services including a description of processes used for each point:

NWN Response: COMPLY (C).

Proactive 24/7/365 monitoring of network connectivity and devices to include WAN network and devices listed in Appendix 2.

**NWN Response:** The NWN Carousel Service Team is at work 24/7/365 to handle any request for support. This includes Incident Management, Service Requests, Change Requests, and general inquiries. You can contact the Service Team in more than one way, depending on your level of urgency and preferences. A critical outage or incident should always be reported by telephone.

**EXHIBIT E****Remote Monitoring & Response (M&R)**

Where Remote Monitoring & Response has been ordered, system alarms and alerts will be sent to the OEM's network management center for collection and analysis. The OEM will determine if the condition requires action and notify NWN Carousel's Public Safety Network Operations Center (NOC) with the details. NWN Carousel's NOC will create a service ticket, notify the Customer, address the matter, and management the service response to resolution.

Remote Monitoring & Response	NWN Carousel	OEM
Receive system Alarm and Alert notifications		X
Determine if condition is actionable		X
Refer the issue to NWN Carousel if action is required		X
Issue a Service Ticket and Notify the Customer	X	
Manage the service response to resolution	X	

Immediate notifications of events that may cause adverse impact to business processes including a description of how notifications are made

**NWN Response:** Tracking and reporting are key components of our EMP Services. Reporting provides the Customer with insights into the health and operations of their critical IT infrastructure. On a periodic basis, NWN Carousel will provide a set of summary reports that detail work performed to maintain and operate the environment. These reports include:

<b>Incident</b>	Incidents are captured in the ticketing system. On a monthly basis a snapshot is taken of what incidents have been completed over the course of the month as well as what incidents are currently outstanding.
<b>Schedule Activity Report</b>	Scheduled Maintenance activities are captured in the ticketing system. A snapshot is taken of what scheduled maintenance has been completed over the course of the month as well as what schedule maintenance is currently outstanding.
<b>Change Request Reports</b>	Change requests are captured in the ticketing system. We capture the change requests that have been completed over the course of the month as well as what change requests are currently outstanding.
<b>Monthly Analysis</b>	The customer will receive an analysis report of the critical information captured with regards to the customer's environment along with a technical summary about the key statistics. These reports can be utilized to identify preventative maintenance activities as well as future planning on the technical direction for the environment.

Availability and Health Monitoring is the process of collection of information from covered assets including devices, applications, and services via secure relay from Cloud monitoring applications and/or deployed monitoring systems within customer environments. Both the relayed Cloud applications and NWN Carousel Service Delivery Platforms (SDP) monitor identified elements 24x7x365, utilizing variety of monitoring standards including but not limited to SNMP data collection, SNMP trap receiver, syslog monitoring and available APIs

EXHIBIT E



to receive specific information, alerts, alarms, faults, and performance data. Examples of the types of attributes captured for devices include but are not limited to:

- Interface up/down
- Interface utilization thresholds
- Interface utilization thresholds
- CPU/Memory utilization thresholds
- Environmental thresholds (fan, power, etc.)
- Reboots (cold start, warm start)
- Device Availability
- Synthetic transactions (based on entitlement)

Monitoring Tools (Data Network Devices)

As part of the infrastructure and application monitoring, NWN Carousel will perform the initial administration and setup of any associated cloud management portal and/or dependent SDP monitoring tool as well as the ongoing customer related maintenance of the responsible Cloud monitoring service and/or SDP toolsets. This includes reviewing the current threshold levels, making updates based on best practices and Customer specific requirements, and keeping the tool current to the latest revision.

Availability and Health Monitoring Deliverables

<ul style="list-style-type: none"><li>• Data Collection to support monitoring for covered devices.</li><li>• Configuration of the Monitoring Tool</li><li>• Customization of Monitoring thresholds for Customer specific situations</li><li>• Creation of an Incident Record</li><li>• Notification of customer via e-mail of incident</li><li>• Maintenance of the monitoring tool</li></ul>	<ul style="list-style-type: none"><li>• Provide device details to support configuration of the monitoring tool including but not limited to: IP Addressing / FQDNs, SNMP configurations, Account, and password information, Issue any dependent Cloud Portal administrative account to NWN Carousel, Circuit IDs</li><li>• Unless otherwise noted, configure device and application specific features to enable the required monitoring.</li><li>• Responds to alerts and notifications as required.</li><li>• Provides a point of contact for monitoring and alert notifications</li></ul>

Event Management is the process that monitors all alarms, alert, and events related to the operation of the IT environment. Our Operations Center will detect alarms, alerts, and events from covered devices and applications, analyze them, and determine if the event is actionable. Where an event results in an incident that requires additional action NWN Carousel will create a case in the NWN Carousel Case Management System.

EXHIBIT E

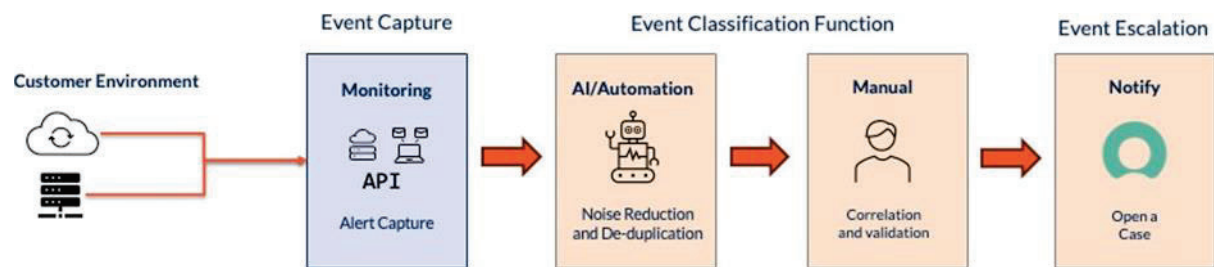


Figure 1 - The Event Management Process

Event Correlation and Suppression

Our Service Delivery Platform has a powerful event correlation and suppression engine which uses advanced technology for evaluating many events and pinpointing the few events that require attention. Events that do not require further attention or action are automatically suppressed, while only the most important events are sent for notification or escalation.

Event Notification and Escalation

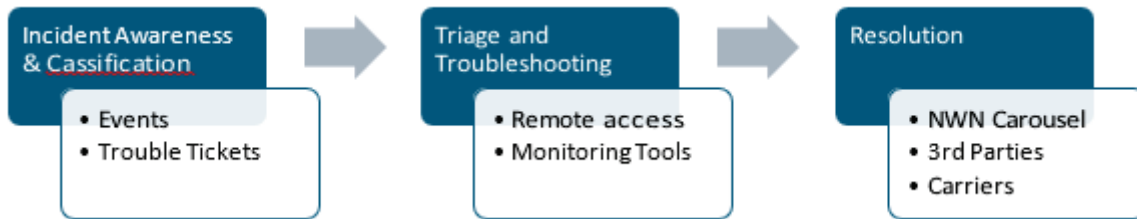
NWN Carousel will notify the Customer via automated email response that will contain the Case number, details collected during the event identification process, along with other information which may include effected device, system, service, location information, and, if applicable, any actions taken.

Event Management Deliverables

<ul style="list-style-type: none"><li>• Process incoming events.</li><li>• Notify Customer of any events that require their attention.</li><li>• Escalate actionable events to incidents based on defined event correlation and suppression rules.</li><li>• Assign a priority to events that are escalated to incidents in the Case Management System</li><li>• Clear events that do not require further attention.</li><li>• Configuration and maintenance of event-based filters and automations</li></ul>	<ul style="list-style-type: none"><li>• Review pertinent event information and provide feedback accordingly.</li><li>• Notify NWN Carousel of any corrective action taken to clear the event.</li><li>• Provides a point of contact for event notifications</li></ul>
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Technical Support is designed to help restore normal service operation within a reasonable time to help contain the adverse impact on the Customer’s business operations, service quality, and systems availability. When a case is opened, it is important that the incident management processes is applied and an appropriate priority is assigned to reflect the current service impact. As ITIL defines it, incident priority is primarily formed out of its Impact and its Urgency. There are also additional elements such as size, scope, complexity, and resources required for resolution.

## EXHIBIT E



### Incident Awareness and Classification

NWN Carousel may become aware of incidents through the case management process or via the event management process. NWN Carousel will leverage these two processes to determine the proper course of action. Once the incident has been reviewed, it will be escalated to the proper resolver group who can best provide a timely solution to the issue at hand

### Incident Triage and Troubleshooting

Our service delivery team executes step-by-step instructions that are used to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption. Once the NWN Carousel incident management team receives a service ticket, an engineer will follow step-by-step instructions to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption.

### Incident Resolution

NWN Carousel's engineers will work with the Customer contact to implement a solution to the identified incident. This may include replacement of hardware through OEM Maintenance engagement, application of a configuration change, or implementation of a software patch. We will work with the Customer to restore prior functionality within reasonable effort.

Reporting to include health of system and devices, regular vulnerability scanning, outstanding events, status of events, access to portal for system status monitoring

**NWN Response:** Motorola's Managed Detection and Response (MDR) Plus. Motorola recommends monthly scanning versus weekly scans. This is to allow time to correct any findings before the next scan. Weekly scans typically do not allow enough time to complete the scan, produce the findings and make corrective action before the next scan.

VESTA® 9-1-1 Managed Detection and Response (MDR) Plus reduces the risk that a cybersecurity threat will impact system availability, integrity, and confidentiality. Qualified cybersecurity analysts with extensive experience working on VESTA® 9-1-1 mission-critical systems will monitor the End User system for signs of cybersecurity threats.

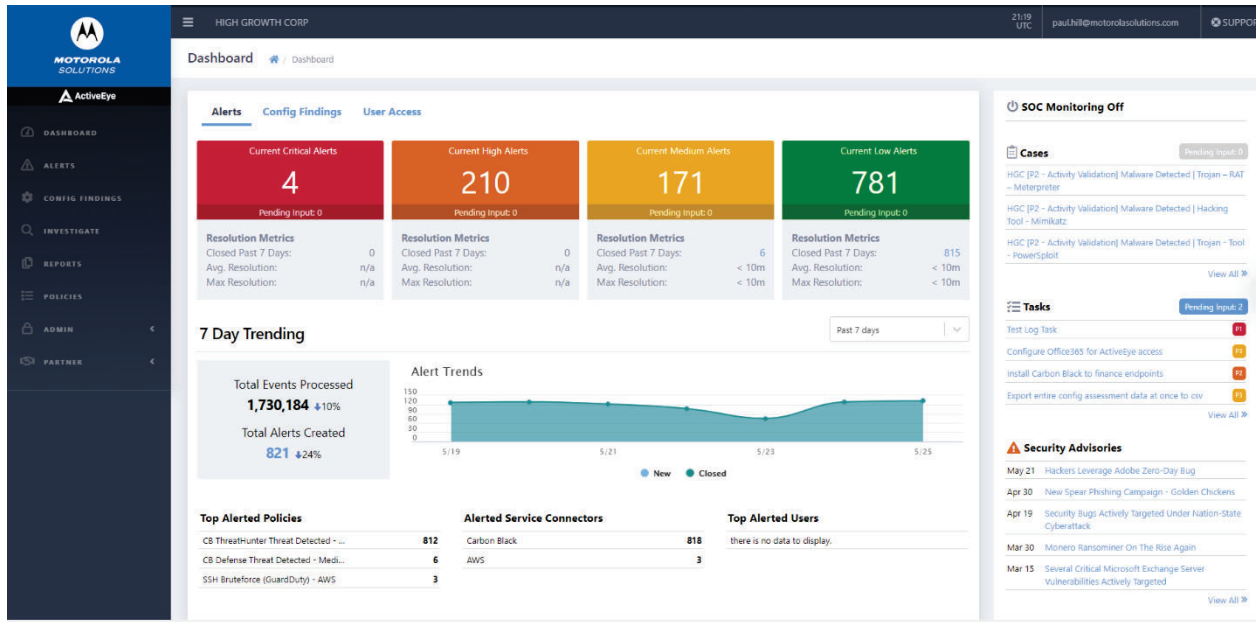
MDR is performed by Motorola's Security Operations Center (SOC) using specialized monitoring elements. The SOC's expert cybersecurity analysts monitor for alerts 24x7x365. If an event that

EXHIBIT E



may represent a threat is detected, analysts will investigate and initiate an appropriate engagement with NWN. NWN engagements may include, but are not limited to, requesting additional information from NWN, continuing to monitor the event for further development, or informing NWN to enact their documented Incident Response plan.

**VESTA Managed Detection and Response**  
Motorola Solutions VESTA® Managed Detection and Response provides 24/7 monitoring and the expert personnel needed for an effective threat detection solution. As a core feature of this service, the ActiveEye Managed Security Platform continuously collects events from components throughout Carousel in support of Pinellas County’s VESTA 9-1-1 system. ActiveEye applies advanced filtering techniques to remove false positives so that cybersecurity analysts in the Motorola Solutions Security Operations Center (SOC) can review and determine the scope and priority of the remaining alerts to investigate. This is a component of our broader proprietary SOC 2 Type 2 certified Managed Security Platform targeted to Public Safety, Critical Infrastructure, and State/Local municipalities.



Please refer to Attachment F, Motorola Cybersecurity Scope of Work for additional details.

- Back up of the following that are ransomware resistant, immutable, and follow a 3-2-1-1 strategy
- Network
  - Routers
  - Firewalls
  - Servers
  - Databases
  - Telecommunications
  - Endpoint application configurations and customizations

**NWN Response:** The Motorola Disaster Recovery Service will keep backup copies in secure locations but does not follow the 3-2-1-1

## **EXHIBIT E**



strategy. The Disaster Recovery service provides an automatic backup of the entire contents of the hard drives on Windows-based servers within a call center. Backups are typically scheduled to be performed on a weekly basis and are designed to avoid any adverse effects on a call center's operation. System backups are saved to the Network Management Server (NMS) located at the site. Disaster Recovery solution includes the following key benefits:

- Motorola Solutions, Inc. continuously certifies its product with the Disaster Recovery solution
- The Motorola NSOC team designs, deploys and configures the Disaster Recovery solution
- Motorola's Disaster recovery solutions efficiently utilize storage capacity by storing only one copy of each unique system file. Files that are duplicated over many machines are only copied once for improved efficiency and tracked in a SQL database in the event that system restoration is required.

The primary purpose of the Disaster Recovery service is to protect valuable data (such as call records and configuration files) in the case of a hardware failure or data corruption. However, Motorola Solutions Disaster Recovery service also plays a valuable role in improving availability by drastically reducing restoration time by eliminating laborious CS shuffles installation processes. The Disaster recovery service requires the addition of an NMS server to store system backup data. A SQL database, which is loaded onto the NMS prior to shipment, will track the backup processes.

### **Understanding the Disaster Recovery system setup**

The Disaster Recovery application is loaded onto the NMS Server by the Motorola Solutions NSOC. The Disaster Recovery client software is then deployed from the NMS server to each server that needs to be backed up.

### **Understanding the backup process**

The Disaster Recovery application is typically configured to perform an automatic weekly backup of each subscribing server. One of the significant benefits of the Disaster Recovery software is that it supports incremental backups. This saves storage space and provides for a faster backup and restore process. The status of the backup process is stored in the SQL database and reports back to the Motorola Solutions NSOC. The NMS server is typically configured to store one month of backups (four copies, if backups are being saved on a weekly basis)

### **Understanding the restoration process**

If the server fails, the most recent backup for the device can be easily retrieved from the NMS server in order to restore the failed device. Utilizing the restoration process is much faster than reinstalling and configuring every application that was installed on each server. This process also ensures that all applications-specific files will be restored, which would not be possible if you were to recover a system by reinstalling and configuring each application

Analysis and determination of appropriate action to take for all alerts, alarms, and events

### **NWN Response:**

Incident Awareness and Classification

## **EXHIBIT E**



NWN Carousel may become aware of incidents through the case management process or via the event management process. NWN Carousel will leverage these two processes to determine the proper course of action. Once the incident has been reviewed, it will be escalated to the proper resolver group who can best provide a timely solution to the issue at hand.

### **Incident Triage and Troubleshooting**

Our service delivery team executes step-by-step instructions that are used to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption. Once the NWN Carousel incident management team receives a service ticket, an engineer will follow step-by-step instructions to achieve predictable, standardized, and desirable results to quickly restore any unplanned interruption.

### **Incident Triage and Troubleshooting**

For the supported environment, NWN Carousel owns identification, troubleshooting, and resolution of Carrier related issues. NWN Carousel acts as an agent of the Customer and drives Carrier escalations for MPLS, Ethernet, broadband, dedicated Internet, SIP trunks, PRIs, or analog circuits in the event of link down, service outage, timing & slips, or high interface errors.

- Customer is required to sign LOA (Letter of Authorization) for each carrier not purchased through NWN Carousel during the service transition process for 3rd Party Engagement.
- Customer is responsible for providing all Circuit information including account number, Circuit and LEC ID, service address and terminating device/interface.
- NWN Carousel SLAs do not apply to carrier services engagements. All SLAs will be paused during the time NWN Carousel is working with the carrier.

### **Incident Triage and Troubleshooting**

During the ordinary course of IT operations, significant incidents can occur, which can have an extreme impact on the steady-state operation of the business/organization. Our Services team may initiate the Major Incident Management (MIM) process in cases where a customer is experiencing an ongoing and severe hinderance to business operations.

When necessary, the Major Incident procedure could include the dynamic establishment of a separate Major Incident Team subject to the direct leadership of a NOC Manager. The NOC Manager ensures that adequate resources and focus are provided for finding a resolution. The NOC Manager will, as needed, organize, facilitate, and drive crucial meetings with the purpose of reviewing progress and determining the best course of action.

**EXHIBIT E**

Restoration of normal operations when an event occurs  
 Include definition of priorities  
 Maximum response times for each priority  
 Description of escalation process  
 Maximum escalation timeline

**NWN Response:** VESTA Managed Detection and Response Motorola Solutions VESTA® Managed Detection and Response provides 24/7 monitoring and the expert personnel needed for an effective threat detection solution. As a core feature of this service, the ActiveEye Managed Security Platform continuously collects events from components throughout Carousel in support of Pinellas County's VESTA 9-1-1 system. ActiveEye applies advanced filtering techniques to remove false positives so that cybersecurity analysts in the Motorola Solutions Security Operations Center (SOC) can review and determine the scope and priority of the remaining alerts to investigate. This is a component of our broader proprietary SOC 2 Type 2 certified Managed Security Platform targeted to Public Safety, Critical Infrastructure, and State/Local municipalities.

Work with County Business Technology Services (County IT Department) and other related vendors, when necessary, to resolve issues

**NWN Response:** Motorola's DR & Cybersecurity team's main response will be to NWN and the onsite technician. NWN and the onsite technician will serve as the contact/response coordinator to BTS and other vendors and Motorola.

Monitoring and reviewing national vulnerability databases and advisories.

**NWN Response:** Public Safety Threat Alliance

Cyber threats to public safety agencies are increasing in scope, scale, and complexity; however, most agencies lack the cybersecurity capabilities required to mitigate risk and ensure continuity of public safety operations. To address this critical need, Motorola has established a cyber threat information sharing and analysis organization (ISAO) for public safety called The Public Safety Threat Alliance (PSTA). The PSTA is recognized by the U.S. Cybersecurity and Infrastructure Security Association (CISA), and highlights Motorola's commitment to public safety agencies and the communities they serve.

The PSTA will leverage cybersecurity risk information from across Motorola's Cybersecurity Services. This, paired with information from members and trusted partners including CISA, other ISAOs, and nonprofits dedicated to sharing cyber threat intelligence, will help generate actionable intelligence to improve members' cybersecurity posture, defense, and resilience against evolving threats to their public safety missions. In addition to the intelligence alerts and reports provided, other benefits included access to an automated threat feed, with context and tags, that can be fed into your SIEM or MDR solution and Dark Web monitoring that checks for activity, including the sale of credentials or mention of your organization's name. There is no cost for membership to the PSTA.

**EXHIBIT E**

Analyze and resolve software anomalies when identified

**NWN Response:** Motorola Solutions will analyze events created and/or aggregated by the Service, assess their type, and notify:

Event Type	Details	Notification Requirement
False Positive or Benign	Any events determined by Motorola Solutions to not likely have a negative security impact on the organization.	None
Event of Interest (EOI)	Any events determined by Motorola Solutions to likely have a negative security impact on the organization.	Escalate to Channel Partner in accordance with routine notification procedure. Escalate in accordance with urgent notification procedure when required by agreed-upon thresholds and SOC analysis. Notification procedures are included in Table 3-2.

#### Notification

Motorola will establish notification procedures with NWN, generally categorized in accordance with the following table.

Notification Procedure	Details
Routine Notification Procedure	The means, addresses, format, and desired content (within the capabilities of the installed technology) for EOI. These can be formatted for automated processing, e.g., by ticketing systems.
Urgent Notification Procedure	Additional, optional means and addresses for notifications of EOI that require urgent notification. These usually include telephone notifications.

Motorola will notify according to the escalation and contact procedures defined by NWN and Motorola during the implementation process.

#### Managed Detection and Response Priority Level Definitions and Response Times

Priority for an alert-generated incident or EOI is determined by the ActiveEyeSM Platform analytics that process multiple incoming alert feeds, automation playbooks, and cybersecurity analyst knowledge.

**EXHIBIT E**

Priority	Definition	Service Coverage
Critical	<p>Security incidents that have caused or are suspected to have caused significant damage to the functionality of the customer's VESTA 911 system or information stored within it. Efforts to recover from the incident may be significant.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Malware that is not quarantined by anti-virus</li> <li>• Evidence that a monitored component has communicated with suspected malicious actors.</li> </ul>	Response provided 24 hours, 7 days a week, including United States (U.S.) public holidays.
High	<p>Security incidents that have localized impact may become more serious if not quickly addressed. Effort to recover from the incident may be moderate to significant.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Malware that is quarantined by antivirus.</li> <li>• Multiple behaviors observed in the system that are consistent with known attacker techniques.</li> </ul>	Response provided 24 hours, 7 days a week, including US Public Holidays.
Med	<p>Security incidents that potentially indicate an attacker is performing reconnaissance or initial attempts at accessing the system. Effort to recover from the incident may be low to moderate.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Suspected unauthorized attempts to log into user accounts.</li> <li>• Suspected unauthorized changes to system configurations, such as firewalls or user accounts.</li> <li>• Observed failures of security components.</li> <li>• Informational events.</li> <li>• User account creation or deletion.</li> <li>• Privilege change for existing accounts.</li> </ul>	Response provided on standard business days, Monday through Friday 8 a.m. to 5 a.m. CST/CDT, excluding US Public Holidays.
Low	These are typically service requests from the customer.	Response provided on standard business days, Monday through Friday 8 a.m. to 5 a.m. CST/CDT, excluding US Public Holidays.

## EXHIBIT E



### Response Time Goals

Priority	Response Time
Critical	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within one (1) hour of the request for support being logged in the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
High	A Security Operations Center Cybersecurity Analyst will make contact with the customer technical representative within four (4) hours of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action. Continual effort will be maintained to identify the extent of the incident and provide actions for containment.
Med	A Security Operations Center Cybersecurity Support Engineer will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system or the creation of an alert suggesting a cybersecurity incident that requires action.
Low	A Security Operations Center Cybersecurity Support Engineer will make contact with the customer technical representative within seven business days of the logged request for support at the issue management system.

Identify, analyze, and resolve carrier and third-party vendor related issues acting as County's agent including but not limited to core services, MPLS, Ethernet, broadband, dedicated internet, SIP trunks, PRIs, and analog circuits  
 Drive escalation with the carrier  
 Notify and communicate with the County  
 Act as intermediary between carrier and County  
 Track and drive resolution activities  
 Validate resolution  
 Update and close incident once resolved  
 Obtain or create root cause analysis **NWN Response: Third Party Engagement**

For the supported environment NWN Carousel owns identification, troubleshooting, and resolution of third-party vendor related issues. NWN Carousel drives the third-party vendor escalation process and provides follow-up of a supported vendor related issue. When required, NWN Carousel creates a ticket directly with the third-party vendor on the Customer's behalf. NWN Carousel will drive the third-party vendor to identify the issue, troubleshoot the defined issues, and ultimately obtain resolution.

NWN Carousel notifies and communicates all third-party vendor issues with the Customer including ongoing status, available work arounds, and expected time of resolution. NWN Carousel will work the incident through closure, and if available, obtain the root cause. When required, NWN Carousel drives the escalation processes to resolve configuration, software, and hardware anomalies, manage hardware replacement, implement workaround for fixing software bug, and on-site engineering dispatch. The following requirements and notes apply to Third Party Engagement:

**EXHIBIT E**

- Customer is required to sign LOA (Letter of Authorization) for each third party for whom OEM support was not purchased through NWN Carousel. Some OEMs require LOAs even when NWN Carousel has sold the license or maintenance contracts.
- Customer is responsible for providing all contract information and may be required to enable access to OEM portals through account creation and/or authorization.
- NWN Carousel SLAs do not apply to third party engagements. All SLAs will be paused during the time NWN Carousel is working with the carrier.

**Incident Triage and Troubleshooting**

For the supported environment, NWN Carousel owns identification, troubleshooting, and resolution of Carrier related issues. NWN Carousel acts as an agent of the Customer and drives Carrier escalations for MPLS, Ethernet, broadband, dedicated Internet, SIP trunks, PRIs, or analog circuits in the event of link down, service outage, timing & slips, or high interface errors.

- Customer is required to sign LOA (Letter of Authorization) for each carrier not purchased through NWN Carousel during the service transition process for 3rd Party Engagement.
- Customer is responsible for providing all Circuit information including account number, Circuit and LEC ID, service address and terminating device/interface.
- NWN Carousel SLAs do not apply to carrier services engagements. All SLAs will be paused during the time NWN Carousel is working with the carrier.

**Third Party Engagement Deliverables**

<b>NWN Carousel Responsibilities and Deliverables</b>	<b>Customer Responsibilities</b>
<ul style="list-style-type: none"> <li>• Verify the LOA agreements</li> <li>• Drive escalation with the appropriate third-party vendors</li> <li>• Notify the customer of the issue including ticket number, time of outage, and expected time of restoration</li> <li>• Track RMA hardware replacement process until replacement is shipped, received, installed, and restored</li> <li>• Update the NWN Carousel Incident as required</li> </ul>	<ul style="list-style-type: none"> <li>• Provide LOAs as needed.</li> <li>• Review pertinent event information and provide feedback accordingly.</li> <li>• Notify NWN Carousel of any corrective action taken to clear the incident.</li> <li>• Provides a point of contact for troubleshooting and resolution.</li> <li>• Package and ship faulty equipment and receive replacement RMA equipment</li> </ul>

**EXHIBIT E**

Full vulnerability and patch management program for all applicable devices to include, but not limited to:

Advisory monitoring  
Vulnerability scanning

High/Critical patch/mitigation schedule with critical vulnerabilities patched within 24 hours from release of patch

Version Testing  
Certification timeline

Quarterly reporting of vulnerability and patch report submitted to County

**NWN Response:** VESTA Managed Detection and Response

Motorola Solutions VESTA® Managed Detection and Response provides 24/7 monitoring and the expert personnel needed for an effective threat detection solution. As a core feature of this service, the ActiveEye Managed Security Platform continuously collects events from components throughout Carousel in support of Pinellas County's VESTA 9-1-1 system. ActiveEye applies advanced filtering techniques to remove false positives so that cybersecurity analysts in the Motorola Solutions Security Operations Center (SOC) can review and determine the scope and priority of the remaining alerts to investigate. This is a component of our broader proprietary SOC 2 Type 2 certified Managed Security Platform targeted to Public Safety, Critical Infrastructure, and State/Local municipalities.

**The ActiveEye Platform**

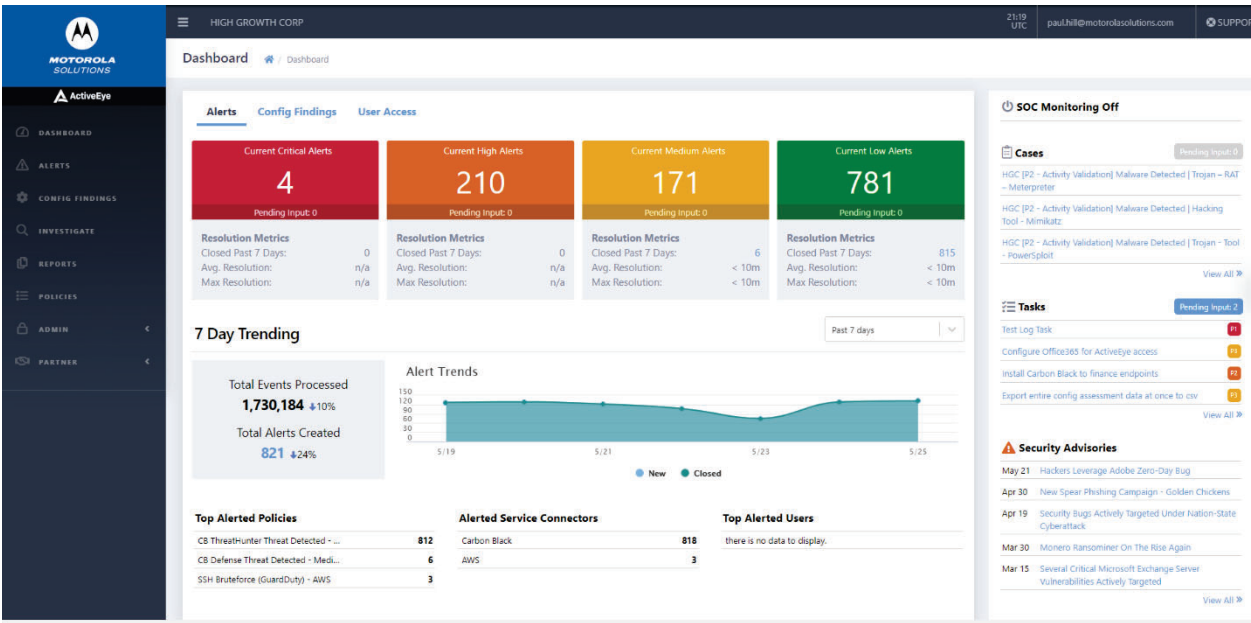
In 2020, Motorola Solutions acquired Delta Risk, a leading Managed Security Services Provider (MSSP). The acquisition now allows Motorola Solutions to extend the ActiveEye platform to our customers and deliver a co-managed approach to 24/7 security monitoring operations across IT enterprise environments.

The benefits of the ActiveEye platform are demonstrated below:

- Included Public Safety Threat Data Feed — Threat reports covering potential attack vectors based on dark web research. Summaries of actual attacks against public safety and state/local municipalities. Indicator data pulled from a large network of deployed public safety sensors and state/local municipality environments.
- Embedded Threat Intelligence — Threat analysts search dark and surface web for intelligence related to attacks against your organization. Identify compromised accounts, phishing attack setups, exposed data, and more specifically related to your organization.
- Integrated Managed Threat Detection & Response — Consolidate SIEM data and direct threat inputs from endpoint security, network sensors, and cloud/SaaS applications. Pre-built custom playbooks to process alerts and reduce/eliminate manual analyst effort.
  - Single Dashboard for Threat Visibility — Prioritize based on actual assets in the environment. Asset inventory created manually or automatically with Managed Vulnerability Assessment Service - external and authenticated scans of assets and provides a complete attack surface map and relevant risk information from across the organization, helping decision makers to make better, informed decisions to balance cybersecurity efforts and operational efficiencies
  - Main dashboard provides key performance metrics and indicators that can inform an admin at a glance to the activity that is occurring throughout their environment.
  - Create customized ad-hoc reports and notifications for specific areas of interest to a team.
  - Complete transparency into the service that Motorola Solutions is providing. The dashboard will provide the key indicators for the number of events that are handled on a daily, weekly, monthly basis and to how those events are handled by the Motorola SOC.

The ActiveEye platform dashboard can be seen below:

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Motorola’s VESTA® 9-1-1 Managed Detection and Response (MDR) Plus reduces the risk that a cybersecurity threat will impact system availability, integrity, and confidentiality. Qualified cybersecurity analysts with extensive experience working on VESTA® 9-1-1 mission-critical systems will monitor the End User system for signs of cybersecurity threats. MDR is performed by Motorola’s Security Operations Center (SOC) using specialized monitoring elements. The SOC’s expert cybersecurity analysts monitor for alerts 24x7x365. If an event that may represent a threat is detected, analysts will investigate and initiate an NWN engagement. NWN engagements may include, but are not limited to, requesting additional information from NWN, continuing to monitor the event for further development, or informing NWN to enact their documented Incident Response plan.

SOC analysts rely on monitoring elements to detect signs of a potential threat impacting the End User system. The following section describes these elements.

Please refer to Attachment F, Motorola Cybersecurity Solutions for more details.

Penetration Testing

**NWN Response:** While most initially think of defending their sensitive data and systems from external attack, 50% or more of successful attacks against an organization come from within the network boundary. These attacks can take the form of viruses brought in on mobile devices or removable media, an internal employee committing fraud by exceeding their assigned privileges, or an attack from a malicious visitor, such as a hacker or a rogue consultant.

**Internal Penetration Testing** applies these techniques to systems, servers, and applications within the boundaries of an organization's internal network. This typically means within the public-private boundary created by an external-facing firewall. Motorola’s experienced security team will use techniques and tools commonly used by attackers to attempt to exploit and show vulnerabilities within your network infrastructure and Motorola

## **EXHIBIT E**



systems. This process goes beyond automated scanning and follows an approach as outlined in the Methodology section below.

### External Penetration Testing

Motorola's External Penetration Testing simulates an external attempt to breach security using techniques and tools commonly used by attackers. This helps the Customer to determine which policies, processes and technologies are effective under real conditions.

For this testing, Motorola experts combine their technical knowledge of architecture, operating systems, and applications with publicly available information to find security vulnerabilities in externally accessible infrastructure. The tests will follow a risk-based approach, with testers attempting to exploit systems they suspect contain high-value information. Testing will also include "Targets of Opportunity" found in the Customer's network.

Please refer to Attachment F, Motorola Cybersecurity Solutions for more information.

### Annual Risk Assessment

#### **NWN Response:** Cybersecurity Risk Assessment

The Cybersecurity Risk Assessment is a professional service to evaluate an existing information security program against best practices, as well as common frameworks. The Cybersecurity Risk Assessment will support the investigation of already established policies, standards, procedures, practices, and technologies implemented by the Customer and align these practices with the chosen framework. The outcome of the assessment will allow Motorola to provide the Customer with an understanding of its state of compliance, provide insight into gaps that have been identified in the security program with respect to cyber best practices and benchmarks and provide remediation recommendations for the organization to improve upon.

#### Objectives

Customer is seeking assistance to evaluate if their security program meets prudent security guidelines, and is in compliance with common cyber requirements. This security review will provide Customer with visibility into how your existing IT Security standards stand up against best practices to:

- Identify cyber threats and gaps
- Determine areas of mis-alignment with common cyber frameworks such as CJIS, NIST CSF, NIS2, or ISO 27001
- Define and prioritize the risk associated with the gaps
- Offer specific advice on how to remediate the gaps

#### Firewall Review

Review firewall configuration files in order to determine whether there are any misconfigurations or security weaknesses that would allow traffic from external sources to bypass security restrictions and enter the network, as well as whether traffic is allowed to leave the network undetected. Checks performed include authentication services and settings, time synchronization, message logging, network interfaces, etc.

#### Physical Security Assessment

Locating gaps in facility security and determining what risks are associated with them requires specialized training that can be expensive to maintain on staff. Motorola can provide an evaluation by a facility security expert, giving the benefit of expert assessment without the costs of recruiting and retaining personnel. Motorola's expert assesses the efficacy of security controls and procedures, and provides a report outlining potential security risks and ways to mitigate them.

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Please refer to Attachment F, Motorola Cybersecurity Solutions for more information.

Change Management Process including description of levels or priorities

**NWN Response:** NWN Carousel's change management function uses a standardized set of procedures to promptly handle all requests for service or change. All changes are recorded, assessed, approved, prioritized, and deployed in a manner that meets business requirements and protects the stability and reliability of critical IT systems.

### **Request Process**

NWN Carousel uses ITIL best practices and will conform to the Customer's change management process as agreed upon. NWN Carousel will utilize Change Management System within the NWN Carousel ServiceNow system to document changes. NWN Carousel's standard Change Management process for changes is as follows:

- **Document Request** - Requests at a minimum should include:
  - Request
  - Affected system(s) or user(s)
  - Timeline for change
  - Initial change classification
  - Prioritization of change
- **Assess Request** – further document the agreed understanding of the requested change.
  - Review potential impact.
  - Confirm and assign change classification.
  - Update change request with prioritization and assignment.
- **Evaluate Request** – review will evaluate the following at a minimum:
  - Potential impact of change (from user perspective)
  - Detailed change procedure
  - Back-out plan if change is unsuccessful.
  - Test plan to make sure environment is not impacted and change is complete.
  - A proposed schedule and change control window for the change (during regular change windows set during setup process unless change is an emergency)
- **Approve** – As required by the customer and our Service Delivery team, a Change Control Meeting may be conducted.
  - The Customer will approve or reject accept a change request via Change Record email approval.
  - Final execution timeline updated.
- **Implement Change** – Enact the change as defined in the previous steps.
  - Change is executed and if the change falls out of the approved window, it must be backed out unless the Customer explicitly extends the window.

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- o Change is tested for completion and for potential adverse impact to the environment and the users. Determination is made whether to back the change out.
- o Customer is responsible for providing testers for UAT (user acceptance testing) of the change during the approved change window, without users for UAT, testing is best effort and may require backout outside of change window.
- o If required, the change is backed out as documented in the change control request.
- o The Customer is notified of the results of the change.

**Change Classifications**

Priority	Definition
<b>Standard</b>	A Standard Change follows an established path, is relatively common, and is the accepted solution to a specific requirement or set of requirements. Standard changes follow templates and do not require approval from our Change Approval Board (CAB). An example of a Standard Change is a scheduled low-risk server reboot.
<b>Complex</b>	Complex change request is pervasive, less defined, and the impact of the request is not known. Complex request could change the configuration of an existing feature, enable existing capabilities, or focus resolving a known issue. Complex requests require Change Advisory Board (CAB) approval, and the specification of a maintenance window. Complex change requests are always scoped as a separate engagement. Complex Changes, also called Normal Changes, may have varying levels of risk and complexity. Complex Changes require a risk analysis, change plan, backout plan, and test plan. In addition to customer approval, our CAB must approve the change plan before it is implemented. Common examples of Complex Changes are patches or configuration changes which may cause service impact and require testing.
<b>Emergency</b>	Emergency change requests need to be executed immediately to resolve imminent Critical/Sev-1/P1 incidents that threaten business continuity. Emergency request requires approval from the eCAB and will follow the workflow defined in the emergency change request. During an outage our team may proceed with verbal approval to implement an Emergency Change and a record is created subsequently as an artifact.

**Billable Changes**

All complex changes require comprehensive planning, documentation, workflow analysis, and governance. If the request is determined to be high-risk, the CAB must decide whether, when, and how the request will be implemented or if the complex change request needs to be billed separately and, in some cases, treated as a project. The Customer will be directed to their sales team and Solution Architect, if assigned, to work with them to develop a scope of work and associated quotes. The following list of criteria is used to determine if the complex change request should be treated as a project:

- **On-site** - When the service/change request requires onsite NWN Carousel engineers to complete the request.
- **Testing** - When the service/change request requires extensive testing by our engineering team, Customer's team, or a

## EXHIBIT E



combination of both.

- **Expansion** - When the service/change request adds new devices, locations, or features that fundamentally change the nature of the supported environment.
- **Design** - When the service/change request changes the fundamental design, architecture, or the operations of the supported environment.
- **Platform** - When the service/change request impacts multiple supported platforms across the supported environment.
- **Coordinate** - When the service/change request requires the NWN Carousel team to coordinate multiple resources – vendors, people, locations, or multiple phases of change implementation.
- **Upgrade** – When the service/change request requires a Major or Minor upgrade to the environment requiring extensive planning, significant engineering effort or coordination.

### Change Management Deliverables

NWN Carousel Responsibilities and Deliverables	Customer Responsibilities
<ul style="list-style-type: none"> <li>• Document Changes submitted in the case management system.</li> <li>• Assess changes and apply a change classification.</li> <li>• Evaluate change, including risk, impact, and priority.</li> <li>• Participate in change review and approval if required.</li> <li>• Implement change including test and backout if necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Review pertinent Change information and provide feedback accordingly.</li> <li>• Submit timely and complete change requests via phone, portal, or e-mail.</li> <li>• Review and adhere to Change Management procedures. Provide user to test change during the change window</li> </ul>

#### Security health checks

**NWN Response:** NWN Carousel can conduct regular assessments to determine the health of your EMP supported (Cisco and Fortinet) technology environments. These Health Checks include a predetermined collection of tasks that may include:

- Automated scans using NWN Carousel or customer provided tools
- Report Collection and Analysis
- Log Collection and Analysis
- User and Administrative questionnaires and/or interviews
- Data aggregation and Analysis
- Presentations of findings.

NWN Carousel's Customer Success team will work with the customer team to arrange for a schedule to deliver the recurring health check based on availability of both NWN Carousel and customer resources, and on number of recurring checks purchased. These schedules are subject to change based on resource availability.

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### **Health Check Process**

Health Checks are conducted at regular intervals based upon a schedule set at the time-of-service activation. The customer will have the option of delaying or cancelling a particular health check. If only one health check is included in the proposal, then that health check will be conducted as described in your statement of work. Health checks will follow the standard project management methodology outlined below.

### **Motorola Vesta Health Check Process**

Motorola conducts its own check on their systems as per the support agreement. Please see the support contract documentation along with the additional cybersecurity options for more information.

Quality assurance reviews and continuous service improvement process

**NWN Response:** NWN takes direct feedback from employees and our clients to help improve our tools, systems and processes. One of the best tools are the independent surveys we send after every project and service ticket. This feedback is reviewed by service management and executives weekly and becomes part of our roadmap for future success. Of dedication and focus on continuous improvement is one of the reasons our net promoter score (NPS) is 75.

CONTRACTOR must be able to retain logs from all devices up to at least 3 months and provide device error logs to County within 24 hours upon request. Must be compliant with Local Government Cyber Security Act 2022.

**NWN Response:** The log retention capabilities of each device varies from manufacturer to manufacturer. Additionally, some logs retention policies are set by the manufacturer where the logs are stored, such as Motorola. NWN will work with the County and each solution/manufacturer to identify where logs are stored, current retention policies, what alternatives may exist to lengthen the time logs are restored. NWN will then work with Pinellas to extend time logs where possible to 3 months or max allowed if less than 3 months. NWN will document the current and updated log location and retention policy and provide to the county. While we commit to work to try and meet the County's retention goals, it may not be possible.

CONTRACTOR must include description of security measures taken to protect remote access points **NWN Response:**

### **Password Management**

Clients can rest assured that we maintain passwords in a secure, centralized and encrypted vault (FIPS 140-2) for data-in-transit and data-at-rest. We provide a robust role-based access control management to ensure that only the authorized individuals have access to sensitive information. Automated Password changes mean we avoid password fatigue and improve IT Productivity.

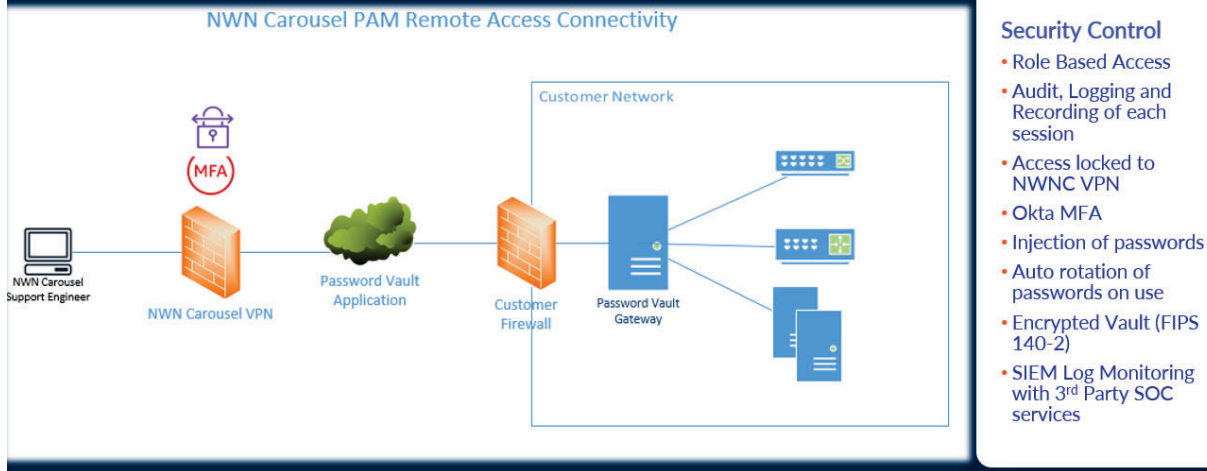
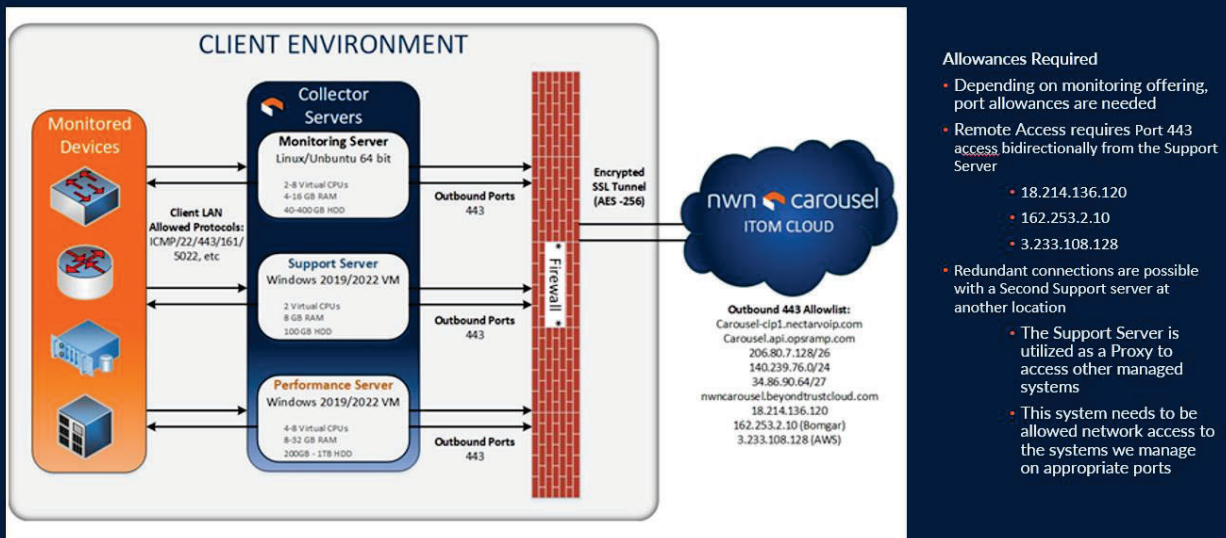
### **Session Recording**

**EXHIBIT E**

Gain additional compliance, peace of mind with our ability to video record, archive and playback privileged sessions to support forensic audits.

**Auditing**

Nearly every industry – whether financial, healthcare, insurance or another – is impacted by regulatory mandates like SOX, HIPAA, GDPR and more. Our real-time auditing tools allow us to continuously meet your data security and compliance needs.

**Privileged Access Management****Port information (Monitoring and Remote Access)**

**EXHIBIT E**

CONTRACTOR must include description of how data is collected, what data is collected, location of data centers, data retention policies, and security measures taken to protect data

**NWN Response:** NWN Carousel collects and stores only data necessary to perform IT operations management and support functions on devices that it manages.

Type of Data	Data Collected	Data Storage and Security
<b>Performance Statistics</b>	System level information necessary to monitor the performance and health of managed devices: <ul style="list-style-type: none"> <li>• CPU and Memory utilization</li> <li>• OS Events</li> <li>• Hardware Events</li> </ul>	Device performance statistics are stored only in the NWN Carousel ITOM Cloud. The Agent and Gateway collect and transmit this data to the NWN Carousel ITOM Cloud
<b>Events and SNMP Traps</b>	Operating System events and traps generated by SNMP agents.	The Monitoring Gateway and Agent processes events and traps locally and send resultant alerts to the ITOM Cloud via a secure channel. Raw event data is not stored in the Cloud.
<b>Device Configuration and Device Metadata</b>	System level information necessary to asset device configuration status: <ul style="list-style-type: none"> <li>• DNS Names</li> <li>• Make/Model</li> <li>• OS and Application Configuration Parameters</li> </ul>	The Monitoring Gateway and Agent sends configuration data to the ITOM Cloud via a secure channel.
<b>Device Credentials</b>	Credentials (username / password) necessary to discover devices, access performance and configuration data, and log into devices to run automation scripts.	Device credentials are stored in the NWN Carousel Enterprise Password Vault, using industry standard FIPS level encryption.
<b>Support Information</b>	Information needed to support Incident, Problem and Change Management <ul style="list-style-type: none"> <li>• Contact Information</li> <li>• Asset Information</li> </ul>	

**Data we do not collect**

NWN Carousel does not collect, and has no means to collect, any data processed by applications that NWN Carousel monitors. Examples of such data includes data within database tables, content of application transactions, user credentials of applications, etc.

**Data Management**

Type of Data	Description
<b>Data Classification</b>	NWN Carousel only collects and stores data required for IT operations management on devices and applications managed by it. Data that NWN Carousel collects is limited to

**EXHIBIT E**

	device performance metrics, performance and failure events, and configuration information.
<b>Data Isolation</b>	NWN Carousel implements strict multi-tenancy controls to ensure data access is strictly isolated between customers.
<b>Data Encryption (in-flight)</b>	All data transmitted between the NWN Carousel Agent/Gateway and the NWN Carousel Cloud is encrypted with SSL and TLS/SSH (for gateway).
<b>Data Encryption (at-rest)</b>	Device credentials stored in the NWN Carousel cloud is encrypted using 1024-bit RSA encryption.
<b>Authentication</b>	NWN Carousel Cloud offers SAML and OAuth2 based authentication. NWN Carousel additionally supports third party authentication services such as OneLogin, Okta and ADFS. NWN Carousel Cloud offers two-factor authentication.
<b>User Access Management</b>	NWN Carousel has extensive role-based access controls. NWN Carousel access controls are granular to the managed device, user, and feature.
<b>APIs</b>	NWN Carousel provides REST APIs for integration with NWN Carousel cloud. NWN Carousel REST APIs are backed by OAuth2 based authentication.
<b>Regulatory and Compliance Requirements</b>	NWN Carousel does NOT collect any Personally identifiable information (PII). NWN Carousel is hosted in co-location facilities provided by two U.S based data center providers. Each provider has their own security certifications including SAS and SSAE.

**Data Security**

NWN Carousel supports an extensive set of security features to ensure that management data collected by NWN Carousel is accessed only by authorized users.

Type of Data	Description
<b>Encryption</b>	All sensitive data is encrypted to FIPS (Federal Information Processing Standards) in NWN Carousel. Customer data (inventory, metrics, alerts, and tickets) is logically partitioned and stored under the Customer tenant. Customer data is accessible, via Role-based Access Controls (RBAC) only to authorized users of the tenant.
<b>Role Based Access Control (RBAC)</b>	NWN Carousel supports comprehensive Role-based Access Controls. Users' access to devices and actions within NWN Carousel is controlled by fine-grained permissions. Permissions are assigned based on users' roles.
<b>Identity Management</b>	NWN Carousel provides multiple options to manage user identity: <ul style="list-style-type: none"> <li>Built-in user management system within NWN Carousel</li> <li>Integration with Microsoft Active Directory</li> <li>Integration with single sign-on service OneLogin via SAML 2.0</li> </ul>
<b>Authentication and Passwords</b>	NWN Carousel follows standard practices for passwords: <ul style="list-style-type: none"> <li>NIST based rules of password strengths</li> <li>CAPTCHA code-based validation</li> <li>Automated lockout after multiple unsuccessful login attempts</li> </ul>

**Data Retention**

Data Retention is Defined based on the type of Devices being supported.

**EXHIBIT E****Active and Inactive Devices**

A Customer is considered inactive if they meet one of the following criteria for 90 consecutive days or longer:

- Customer has no active devices
- Customer has been marked as inactive within our systems
- An active Customer is one that does not meet the above criteria

**Retention by data type**

The following data retention timelines are listed by data type.

Type of data	Criteria	Retention
Devices	Inactive devices	90 days
Customers	Inactive Customers	90 days
Tickets	Closed tickets	12 months
Metrics	Metrics collected from managed devices	12 months
Alerts	Suppressed and closed alerts	90 days
	Open alerts	For as long as alert is open
Graphs	Graphs with no data	15 days
Reports	Recurring reports	Last 5 generated reports
	One-time reports	90 days
Job, Script, and Patch Activity	Jobs results	90 days
	Custom script results	90 days
Patches	Missing patches, once detected, but not re-detected for 180 consecutive days or longer	90 days

**Data Security at Contract Expiration**

Upon contract expiration NWN Carousel inactivates the Customer "tenant" in the NWN Carousel ITOM Cloud. An inactive tenant's instance inventory, metrics, and alerts data will be available in passive state, however, monitoring, alerting and other management functionality is no longer available.

Based upon an agreement between NWN Carousel and the Customer, NWN Carousel will delete all the tenant information from the NWN Carousel ITOM Cloud. Due to a 90-day data archival

**EXHIBIT E**

retention policy, deleted tenant data will be available in archival repository for 90 days.

Vulnerability scanning and penetration testing inside the Motorola ecosystem has been included in this quote as an option. Due to the closed nature of the Motorola Vesta system, this is a service provided only by Motorola. Alternative scanning and testing services/methods is not supported by the manufacturer. The county can continue to do their own scanning and testing to the FortiAnalyzer and systems outside the Vesta ecosystem.

CONTRACTOR must ensure that all personnel involved in providing services under this contract receive

appropriate security awareness training. Detail what training will be received and how often.

**NWN Response:** NWN maintains a basic level of CJIS training for all employees as part of our annual security training package. However, we do not individually certify individuals to be CJIS compliant. NWN will schedule time for appropriate individuals to complete the Pinellas County provided level 2 CJIS certification for the County and the four municipal police departments including being present onsite for fingerprinting. The County and respective police departments will provide the certification links and information, and facilitation for the required fingerprinting.

EXHIBIT E



Background

2021 Census Population Count - 956,615  
Current 911 Service Provider

Pinellas County currently relies on Intrado's A911 service for 911 call delivery throughout the County. A total of 531,858 calls were received over the last 12 month period. All 911 calls are taken by the County Primary PSAP. Of those calls, the following were transferred to secondary PSAPs:

- Clearwater PD - 24,934
- Largo PD -15,069
- St Pete PD - 46,175
- Tarpon Springs PD -2,947
- SunStar - 703

The current Intrado contract agreement was established on 1/28/2014 and remains in place today through February of 2029. The current A911 network is being upgraded to i3 with project finish by Fall of 2024.

NWN Response: READ AND UNDERSTOOD

Current Call Handling Equipment (CHE) Overview and Location

Pinellas County's 911 system currently relies on two independent geo-diverse Motorola Vesta 7.9 911 CHE solutions to process 911 calls for all PSAP agencies throughout the County.

Public Safety Complex (PSC) / St. Petersburg PD Vesta 1

Vesta 1 supports the County Public Safety Campus (PSC) primary Public Safety Answering Point (PSAP) with Host A, located at the PSC PSAP facility supporting fifty-eight (58) positions and Host B located at the St. Petersburg Police Department (SPPD) facility. The system also supports two (2) remote secondary PSAPs located at the Largo Police Department eight (8) positions and the Tarpon Springs.

NWN Response: READ AND UNDERSTOOD

Police Department two (2) positions. It should be noted that the Sunstar Dispatch Center is co-located at the PSC with thirteen (13) positions and the Pinellas County Sheriff's Office Dispatch Center (PCSO) is also co-located at the PSC with nine (9) positions. It is also notable that the PSC serves as backup to the SPPD with fourteen (14) positions earmarked as a backup in the event of an evacuation from the SPPD PSAP.

Facility - Host	Address
PSC - Vesta Host A	10750 Ulmerton Road, Largo, FL 33778
SPPD - Vesta Host B	01 1St Avenue North, St. Petersburg, FL 33705

NWN Response: READ AND UNDERSTOOD

St. Petersburg Police Department (SPPD) / PSC Vesta 2

Vesta 2 supports secondary PSAPs located at the St Petersburg Police Department host A supporting fifty-five (55) positions and the Clearwater Police Department secondary PSAP fifteen (15) positions. The Host B portion of the system resides at the PSC facility. Both the PSC and SPPD facilities are storm rated as Category 5 facilities. The SPPD facility and system also serves as backup for the County PSC PSAP with twenty-six (PSC 16, EMS 6, PCSO 4 = 26) positions

**EXHIBIT E**

earmarked as backup in the event of an evacuation from the PSC facility.

Facility - Host	Address
SPPD - Host A	1301 1St Avenue North, St. Petersburg, FL 33705
PSC - Host B	10750 Ulmerton Road, Largo, FL 33778

**NWN Response:** READ AND UNDERSTOOD



## EXHIBIT E - Addresses, Products and Hours covered under this agreement

### ITEMS COVERED:

#### PSC-Side A: 10750 Ulmerton Rd, Bldg 1, Largo, FL

Description	Part No./Support SKU	Qty.
V-DL SVR VLS BNDL GEO	853031-DLVLS-GD2	2
V-CTR APPLIANCE ADD-ON	BA-V00-VS00-1	1
V911 R7.4 DOC/MED UPG	870899-0104R7.4U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
VESTA 9-1-1 Servers V-SVR BASIC RNWL SPT 1YR	04000-68005 RNWL	2
VM Very Large Server Bundle V-SVR STD RNWL SPT 1YR	04000-68015 RNWL	2
VM Very Large Server Bundle V-SVR MG CTR RNWL SPT 1YR	04000-68037-RNWL	1
V-SVR MGMT CTR SPT 1YR	04000-68037	1
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	59
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	59
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
CFG NTWK DEVICE	809800-00200	2
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
CFG NTWK DEVICE	809800-00200	1
<b>Automated Abandoned Callback</b>		
VESTA 9-1-1 AAC PSAP MOD UPG	870810-01302U	1
<b>VESTA™ Analytics Server Equipment</b>		
SVR 2U RACK ENH DL380/G10 2.2	62040-G819204	1
HARD DRIVE 600GB SAS 10K	64000-20066	4
HARD DRIVE 300GB 12G SAS 10K	64000-20064	4
8GB RAM G10	6400C-40044	4
SVR NAS 8TB	62033-2GB4T04	1
SVR WIN2019 STD DWNGRD 2012	04000-00444	1
SQL 2014 CAL RUN EMB LIC	04000-00319	1
SQL 2014 SVR RUN EMB LIC	04000-00346	1
PRESENTENSE TIME CLIENT 5.1	04000-00436	1
MIS SVR CFG	809800-01416	1
<b>VESTA™ Analytics - Hosted</b>		
V-ANLYT 3.4.2	873390-05201	1
V-ANLYT HOST LIC UPGD	873391-01002U	1
VESTA Analytics Hosted SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT SITE LIC UPGD	873391-02001U	1
V-ANLYT USER LIC UPGD	873391-00301U	6



V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	82
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	82
<b>VESTA™ Analytics Modules</b>		
V-ANLYT RPT PKG LIC UPGD	873391-00901U	1
V-ANLYT LIC-1000P NCTO UPGD	873391-03004U	1
VESTA Analytics Modules SPT V-ANLYT DB-1000P 1YR	809800-03401	1
<b>VESTA® 9-1-1 Heads-Up Display: Server Equipment</b>		
SVR 2U RACK ENH DL380/G10 2.2	62040-G819204	1
PROCESSOR 4210 DL380 G10	64000-30045	1
SVR WIN2019 STD DWNGRD 2012	04000-00444	1
HARD DRIVE 300GB 12G SAS 10K	64000-20064	2
GENERIC SVR CFG FEE	809800-00112	1
<b>Administrative Workstation Equipment</b>		
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	6
WINDOWS 10 LTSC LIC	04000-00441	6
DKTP TWR STAND	64000-00200	6
<i>Note: Pinellas to provide monitors.</i>		
GENERIC WKST CFG FEE	809800-00102	6
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-OAD-VSML-M	82
SPT VADV 1YR	SS-OAD-VSSL-1Y	82
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD ENT SVR MEDIA UPG	870899-04101U	1
VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	809800-35310	1
VHUD 1-4 SVR OUTPUTS UPG	04000-54003U	1
VESTA 911 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	809800-35320	2
VHUD 1-4 SVR OUTPUTS	04000-54003	1
<b>VESTA® 9-1-1 Heads-Up Display: Media Player</b>		
VHUD DATA ACCESS LICENSE UPG	04000-54009U	6
VESTA 9-1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	809800-35345	6
VHUD ARIES SGL CH MED PLAYER	04000-00555	6
VHUD ARIES HW WARR 5YR	04000-02518	6
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	65
VHUD VIEWER PER SEAT LIC	870809-00701	9
VHUD SUPV VIEWER LIC MIG	04000-54008	6
VESTA 911 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	809800-35340	6
<b>Call Filter Service (CFS) Server Equipment</b>		
V-DL CFS SVR BNDL	853031-DLSVRCFS	1
V-SVR BASIC SPT 1YR	04000-68005	2
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	59
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	6
V911 ACT VIEW SW SPT 1YR	809800-35120	6
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	59



WINDOWS 10 LTSC LIC	04000-00441	59
DKTP TWR STAND	64000-00200	59
KIT CBL DP/USB 15FT EXT	65000-00197	59
KEYPAD 24-KEY USB CBL 25FT	64007-50022	59
BASIC SAM HDWR KIT	850830-03201	59
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	118
SAM EXT SPKR KIT	853004-00401	59
CBL PATCH 15FT	65000-00124	59
HDST 4W MOD ELEC MIC BLK	02800-20501	59
HDST CORD 12FT 4W MOD BLK	03044-20000	59
V911 IWS CFG	809800-35109	59
V911 IWS STG FEE	809800-35108	59
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	82
V911 IRR SW SPT 1YR	809800-35110	82
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b>Cabinet &amp; Peripheral Equipment</b>		
MNTR RACK KYBD KVM 19IN	63009-192803	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	4
MED 1000 1-SPAN BNDL	04000-00152	4
SW SPT M1000 T1 MOD 1YR	04000-00191	4

#### PSC-Side B: 22211 US HWY 19 N Clearwater, FL

Description	Part No./Support SKU	Qty.
V-DL SVR VLS BNDL GEO	853031-DLVLS-GD2	2
V911 R7.4 DOC/MED UPG	870899-0104R7.4U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
VM Very Large Server Bundle V-SVR STD RNWL SPT 1YR	04000-68015 RNWL	2
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
CFG NTWK DEVICE	809800-00200	2
<b>RapidSOS</b>		



CFG NTWK DEVICE	809800-00200	1
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
<b>Rack &amp; Peripheral Equipment</b>		
MNTR NEC 17IN	63002-172805	1
KVM 8-PORT SWITCH USB	04000-00809	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2

### Largo: 201 Highland Ave N, Largo, FL

Description	Part No./Support SKU	Qty.
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR PER SEAT LIC UPGD	873099-01102U	8
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	8
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	8
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	2
V911 ACT VIEW SW SPT 1 YR	809800-35120	2
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD SGL SVR OUTPUT UPG	04000-54002U	1
VHUD SGL SVR OPTU SPT 1YR	809800-35315	1
<b>VESTA® 9-1-1 Heads-Up Display: Media Player</b>		
VHUD ARIES SGL CH MED PLAYER	04000-00555	6
VHUD ARIES HW WARR 5YR	04000-02518	6
HDMI EXT/SPLTR LOCAL UNIT	04000-12604	1
HDMI EXT ACTIVE REM UNIT	04000-12610	1
CBL VIDEO HDMI EXT 15FT	04000-14582	2
VESTA 911 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	809800-35345	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	8
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	8
SPT VADV 1YR	SS-0AD-VSSL-1YR	8
<b>VESTA™ Analytics - Hosted</b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1



V-ANLYT USER LIC UPGD	873391-00301U	2
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	8
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	8
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	8
WINDOWS 10 LTSC LIC	04000-00441	8
DKTP TWR STAND	64000-00200	88
KIT CBL DP/USB 15FT EXT	65000-00197	8
KEYPAD 24-KEY USB CBL 25FT	64007-50022	8
BASIC SAM HDWR KIT	850830-03201	8
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	16
SAM EXT SPKR KIT	853004-00401	8
CBL PATCH 15FT	65000-00124	8
HDST 4W MOD ELEC MIC BLK	02800-20501	8
HDST CORD 12FT 4W MOD BLK	03044-20000	8
V911 IWS CFG	809800-35109	8
V911 IWS STG FEE	809800-35108	8
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	8
V911 IRR SW SPT 1YR	809800-35110	8
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b>Rack &amp; Peripheral Equipment</b>		
REMOTE PERIPHERAL KIT	863014-00201	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2

#### Tarpon Springs: 444 S Huey Ave, Tarpon Springs, FL

Description	Part No.	Qty.
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR PER SEAT LIC UPGD	873099-01102U	2
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	2
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	2



VESTA 911 Activity View V911 ACT VIEW SW SPT 1YR	809800-35120	1
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	1
<b><i>VESTA® 9-1-1 Heads-Up Display: Viewer</i></b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	1
<b><i>VESTA® 9-1-1 Heads-Up Display: Viewer</i></b>		
VESTA 911 Advanced Enhanced Operations SPT VADV 1YR	SS-0AD-VSSL 1Y	3
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	3
<b><i>VESTA™ Analytics - Hosted</i></b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT USER LIC UPGD	873391-00301U	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	3
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	3
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	2
WINDOWS 10 LTSC LIC	04000-00441	2
DKTP TWR STAND	64000-00200	2
KIT CBL DP/USB 15FT EXT	65000-00197	2
KEYPAD 24-KEY USB CBL 25FT	64007-50022	2
BASIC SAM HDWR KIT	850830-03201	2
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	4
SAM EXT SPKR KIT	853004-00401	2
CBL PATCH 15FT	65000-00124	2
HDST 4W MOD ELEC MIC BLK	02800-20501	2
HDST CORD 12FT 4W MOD BLK	03044-20000	2
V911 IWS CFG	809800-35109	2
V911 IWS STG FEE	809800-35108	2
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b><i>VESTA® 9-1-1 IRR Module</i></b>		
V911 IRR LIC UPGD	873099-00502U	3
V911 IRR SW SPT 1YR	809800-35110	3
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b><i>Rack &amp; Peripheral Equipment</i></b>		
REMOTE PERIPHERAL KIT	863014-00201	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	1
SW SPT M1000 T1 MOD 1YR	04000-00191	1



**SPPD-Side A: 1301 1st Ave N, Saint Petersburg, FL**

<i>Description</i>	<i>Part No./Support SKU</i>	<i>Qty.</i>
<b>VESTA® 9-1-1</b>		
V911 R8.3 DOC/MED UPG	870899-0104R8.3U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
<b>VM Very Large Server Bundle</b>		
V-DL SVR LG-VL BNDL GEO G11	853031-DLVLS-GD3	1
BRACKET,2RU SERVER BRACKET	BR000622A01	2
<b>VESTA® 9-1-1 Features</b>		
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	57
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	57
V911 ACTIV VIEW SYS LIC	873099-00702	2
V911 ACT VIEW SW SPT 1YR	809800-35120	2
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	53
VADV MLTP PER SEAT LIC	PS-0AD-VSML	4
SPT VADV 1YR	SS-0AD-VSSL-1Y	57
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	53
V911 IRR LIC/MED	873099-00502	4
V911 IRR SW SPT 1YR	809800-35110	57
<b>VESTA® 9-1-1 Admin Printer</b>		
PRNTR COLOR NTWK LASER	64040-60107	
CBL PATCH 15FT	65000-00124	
<b>ALI/CAD Output</b>		
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
DIGI CONNECT EZ 4	04000-01761	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
<b>Rack &amp; Peripheral Equipment</b>		
7FT EQUIPMENT RACK 19IN	06500-55053	1
REMOTE PERIPHERAL KIT	863014-00201-2	1
<b>Time Synchronization Equipment</b>		



SECURESYNC 2400 MASTER CLOCK	04000-24006	1
GPS/GNSS OUTDOOR ANTENNA	04000-08230	1
GPS ANTENNA POST MT KIT	04000-08231	1
GPS PVC POST MNT	04000-08236	1
GPS ANTENNA SURG PROTECTR	04000-08228	1
GND KIT FOR 8226	04000-20601	1
GPS CBL CONN	04000-67022	1
CBL GPS ANTENNA 50FT	04000-13050	1
CBL GPS ANTENNA 100FT	04000-13100	1
<b>VESTA® Analytics Hosted</b>		
V-ANLYT 3.6 MED UPGD	873399-00103.6U	1
V-ANLYT HOST LIC UPGD	873391-01002U	1
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT USER LIC UPGD	873391-00301U	3
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	53
V-ANLYT STD PER SEAT LIC	PA-MSG-ASSL	4
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	57
<b>VESTA® Analytics Modules</b>		
V-ANLYT ADV RPT PKG LIC UPGD	873391-00901U	1
<b>VESTA® Analytics Server Equipment</b>		
SVR RACK DL380 G11 1CPU	62040-G819207	1
2-POST RELAY RACK MNT KIT	06500-00201	1
HARD DRIVE 1.2TB SAS 10K SFF (G11)	64000-20019	8
SVR NAS 8TB BASE BNDL	62033-2GB8TB01	1
SVR WIN2019 STD	04000-00446	1
SQL 2014 CAL RUN EMB LIC	04000-00319	1
SQL 2014 SVR RUN EMB LIC	04000-00346	1
PRESENTENSE TIME CLIENT 5.4	04000-00437	1
<b>VESTA® Analytics Standalone Workstation Equipment</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	1
WINDOWS 10 LTSC LIC 21H2	04000-00448	1
MNTR 27IN FP LED LCD	63000-241693	1
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
VHUD ENT SVR MEDIA R12.6.1 UPGD	870899-04102U	1
VHUD ENT SPT 1YR	809800-35310	1
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD 1-4 SVR OUTPUTS UPG	04000-54003U	1
VHUD 1-4 SVR OPUT SPT 1YR	809800-35320	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT LIC	870809-00701	42
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	15



VHUD SUPV VIEWER LIC UPGD	04000-54008U	3
VHUD SUPV VIEWER SPT 1YR	809800-35340	3
<b><i>VESTA® 9-1-1 Heads-Up Display: Server</i></b>		
SVR RACK DL380 G11 1CPU	62040-G819207	1
2-POST RELAY RACK MNT KIT	06500-00201	1
PROCESSOR 4410Y DL380/G11	64000-30049	1
SVR WIN2019 STD	04000-00446	1
HARD DRIVE 1.2TB SAS 10K SFF (G11)	64000-20019	2
CBL PATCH 15FT	65000-00124	1
<b><i>HUD Media Player Workstation</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	2
WINDOWS 10 LTSC LIC 21H2	04000-00448	2
CBL VIDEO HDMI 15FT	04000-14582	2
CBL PATCH 15FT	65000-00124	2
ADPTR DP TO HDMI	65000-12781	2
<b><i>VESTA Admin Workstation</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	3
WINDOWS 10 LTSC LIC 21H2	04000-00448	3
MNTR 27IN FP LED LCD	63000-241693	3
<b><i>VESTA® Workstation Equipment</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	57
WINDOWS 10 LTSC LIC 21H2	04000-00448	57
MNTR 27IN FP LED LCD	63000-241693	57
KEYPAD 24-KEY USB CBL 25FT	64007-50022	57
KIT CBL DP/USB 15FT EXT	65000-00197	57
V911 SAM HDWR KIT	853030-00302	57
SAM EXT SPKR KIT	853004-00401	57
HDST 4W MOD ELEC MIC BLK	02800-20501	57
HDST CORD 12FT 4W MOD BLK	03044-20000	57
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	53
V911 CDR PER SEAT LIC	873099-01102	4
M800C HA PAIR PSAP BNDL W/1YR SPT/WTY/AHR	04000-00570	1
SW SPT MED HA 800C GATEWAY 1YR	04000-00461	1
M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC	04000-00572	4
M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 1YR	04000-00571	4
MED 1000B CHASSIS BNDL	04000-00129	2
V911 M1KB FIRMWARE	870890-74901	1
CFG NTWK DEVICE	809800-00200	2
SW SPT M1000 GATEWAY 1YR	04000-00186	2
MED 1000 1-SPAN BNDL	04000-00152	3
SW SPT M1000 T1 MOD 1YR	04000-00191	3


**SPPD-Side B: 1301 1st Ave N, Saint Petersburg, FL**

<i>Description</i>	<i>Part No./Support SKU</i>	<i>Qty.</i>
<b>VESTA® 9-1-1</b>		
V911 R8.3 DOC/MED UPG	870899-0104R8.3U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
<b>VM Very Large Server Bundle</b>		
V-DL SVR LG-VL BNDL GEO G11	853031-DLVLS-GD3	1
BRACKET,2RU SERVER BRACKET	BR000622A01	2
<b>VESTA® 9-1-1 Features</b>		
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	1
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	1
<b>Geo Diverse Add On License</b>		1
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	1
SPT VADV 1YR	SS-0AD-VSSL-1Y	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	1
V911 IRR SW SPT 1YR	809800-35110	1
<b>ALI/CAD Output</b>		
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
DIGI CONNECT EZ 4	04000-01761	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
<b>Cabinet &amp; Peripheral Equipment</b>		
CABINET 42U 19IN	00600-20042	1
MNTR RACK KYBD KVM 19IN	63009-192803	1
FAN KIT BLK	04000-00707	1
CABINET ROOF FAN HOLE	00600-20143	1
SEISMIC BRACING KIT	04000-50033	1
NON-SRG PDU 20 AMP	04000-12851	2
<b>VESTA® Analytics Hosted</b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	1



SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	1
<b>VESTA® 9-1-1 Heads-Up Display</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT LIC	870809-00701	1
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	1
WINDOWS 10 LTSC LIC 21H2	04000-00448	1
MNTR 27IN FP LED LCD	63000-241693	1
KEYPAD 24-KEY USB CBL 25FT	64007-50022	1
KIT CBL DP/USB 15FT EXT	65000-00197	1
V911 SAM HDWR KIT	853030-00302	1
SAM EXT SPKR KIT	853004-00401	1
HDST 4W MOD ELEC MIC BLK	02800-20501	1
HDST CORD 12FT 4W MOD BLK	03044-20000	1
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	1
M800C HA PAIR PSAP BNDL W/1YR SPT/WTY/AHR	04000-00570	1
SW SPT MED HA 800C GATEWAY 1YR	04000-00461	1
M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC	04000-00572	4
M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 1YR	04000-00571	4
<b>Peripherals &amp; Gateways</b>		
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	3
Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.		
MP5XX RACK SHELF MOUNT KIT	06500-00016	3
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
CFG NTWK DEVICE	809800-00200	3
MED 1000B CHASSIS BNDL	04000-00129	1
V911 M1KB FIRMWARE	870890-74901	1
SW SPT M1000 GATEWAY 1YR	04000-00186	1
MED 1000 1-SPAN BNDL	04000-00152	1
SW SPT M1000 T1 MOD 1YR	04000-00191	1

#### Clearwater: 645 Pierce St, Clearwater, FL

Description	Part No.	Qty.
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	15
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1



<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	15
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	15
V911 ACTIV VIEW SYS LIC	873099-00702	1
V911 ACT VIEW SW SPT 1YR	809800-35120	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	15
SPT VADV 1YR	SS-0AD-VSSL-1Y	15
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	15
V911 IRR SW SPT 1YR	809800-35110	15
<b>VESTA® 9-1-1 Admin Printer</b>		
PRNTR COLOR NTWK LASER	64040-60107	1
CBL PATCH 15FT	65000-00124	1
<b>ALI/CAD Output</b>		
DIGI CONNECT EZ 4	04000-01761	
CBL RJ45-10P/DB25M 4FT	65000-00182	1
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	2
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
<b>VESTA® 9-1-1 Heads-Up Display</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
<b>VESTA® 9-1-1 Heads-Up Display: Template</b>		
VHUD TEMP BUILD - STD	809800-17116	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	15
VHUD SUPV VIEWER LIC UPGD	04000-54008U	2
VHUD SUPV VIEWER SPT 1YR	809800-35340	2
<b>VESTA Admin Workstation</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	4
WINDOWS 10 LTSC LIC 21H2	04000-00448	4
MNTR 27IN FP LED LCD	63000-241693	4
CBL VIDEO HDMI 15FT	04000-14582	4
CBL PATCH 15FT	65000-00124	4
ADPTR DP TO HDMI	65000-12781	4
<b>HUD Media Player Workstation</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	2
WINDOWS 10 LTSC LIC 21H2	04000-00448	2
<b>VESTA® Workstation Equipment</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	15



WINDOWS 10 LTSC LIC 21H2	04000-00448	15
MNTR 27IN FP LED LCD	63000-241693	15
KEYPAD 24-KEY USB CBL 25FT	64007-50022	15
KIT CBL DP/USB 15FT EXT	65000-00197	15
V911 SAM HDWR KIT	853030-00302	15
SAM EXT SPKR KIT	853004-00401	15
HDST 4W MOD ELEC MIC BLK	02800-20501	15
HDST CORD 12FT 4W MOD BLK	03044-20000	15
7FT EQUIPMENT RACK 19IN	06500-55053	1
REMOTE PERIPHERAL KIT	863014-00201-2	1
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	1
<i>Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.</i>		
MP5XX RACK SHELF MOUNT KIT	06500-00016	1
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
<b>Peripherals &amp; Gateways</b>		
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	3
<i>Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.</i>		
MP5XX RACK SHELF MOUNT KIT	06500-00016	3
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
MED 1000B CHASSIS BNDL	04000-00129	2
V911 M1KB FIRMWARE	870890-74901	1
SW SPT M1000 GATEWAY 1YR	04000-00186	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2



## Statement of Services

*The following section is designed to outline the scope of work that Carousel will deliver to the Client for Carousel 911 Public Safety.*

### CAROUSEL PUBLIC SAFETY

Carousel Public Safety 911 solution partners with Vesta Solutions who monitors and aggregates information across the organization's entire infrastructure, inclusive of networks, applications, hardware, software, server and workstation operating systems. Carousel, working in close partnership with Vesta Solutions, provides the platform that makes this industry leading level of support possible.

## HOURS OF OPERATION

Service Operations Center	7 x 24
Support Services	7 x 24

### CAROUSEL SERVICE MATRIX

Public Safety Services	Carousel's Essential Offer
24x7 Technical Support	X
Co-Delivery Incident Management (Tier 1-4)	X
Problem Management	X
On-Site Dispatch Technician	X
Reporting with Quarterly Business Review	X
Service Performance Review	X
Service Delivery Manager	X
Carrier Agency	X
Root Cause Analysis	X
24x7 Vesta Solutions Monitoring and Response	X
Parts Replacement	X



Vesta Solutions Software Support	X
Vesta Solutions Anti-Virus	X
Vesta Solutions Microsoft Patch Management	X

## Monitoring

Vesta Solutions and Carousel will provide 24x7 remote monitoring of the Customer Infrastructure and Services as defined by the SSA. (Excluding scheduled maintenance windows determined between Carousel and the Customer). Equipment to be monitored is specific to each customer on the Carousel SSA.

24x7 Solution Monitoring Service
Typical components monitored: (Will be defined on the SSA Exhibit B)
<b>HP Servers and Workstations and associated software.</b>
<b>Network Switches (CISCO and HP)</b>
<b>AudioCodes Media Gateways and associated modules</b>
<b>Adjunct IP devices included within the Motorola Solution</b>
Notifications are received in Carousel's NOC via Vesta Solutions Managed Services Group
Carousel alerts the customer based on severity and begins remediation either remote or onsite

## Service Desk /Help Line

Carousel's Help Line provides answers to general connectivity, usability or software application-specific questions from authorized client points of contact. The help line will provide troubleshooting for end user network connectivity issues, advice on best practices, provide or clarify service or manufacturer documentation, and enhance client understanding of the use, features and programming of Carousel supported products.

Service Desk	Carousel
Provide 24x7 Help Desk access for designated Client IT POC's	X
Provide and record all incoming Help Desk requests into Carousel's Help Desk System;	X
Perform Level 1 support, initial problem determination for Client' POC as necessary.	X
Provide Help Desk Call management and escalation management to Level 2 & 3 support as necessary	X



Communicate problem status or resolution to the Client POC as appropriate;	X
Referring/Redirecting Out of Scope calls to designated Third Party Support Group, or SME if required;	X

## Software Support

“**Software**” is defined as computer program instructions that facilitate functionality within hardware. There are three main types of software. System software (operating systems, i.e. Windows XP) controls the working of the computer. Ancillary software includes database applications, back up products, and other third party software. SQL Server and Backup Exec are considered ancillary software. Application software is designed to perform specific tasks. VESTA®, Sentinel®, Aurora® and ORION™ are examples of application software.

Vesta Solutions Support	Carousel	Vesta Solutions
Performed as needed based on Vesta Solutions release schedule of pre-approved patches.		X
Coordinated and scheduled by Carousel SDM (possibly be service affecting)	X	
Covers Dot releases, hotfixes and patches		X
Must have current Software Support Agreement in place with Vesta Solutions.		X
Performed Onsite when needed	X	

### I. SOFTWARE UPDATES

Vesta Solutions provides notification of the availability of new software updates to the Carousel via a Product Change Notice (PCN) which provides the specifics of the update and the availability.

Upon notification, the Carousel is to review the PCN and determine how it applies to each of its sites. Once Carousel determines the PCN applies to its sites, it is the responsibility of the Carousel to implement.

### II. OPERATING SYSTEM SECURITY PATCHES

Vesta Solutions receives monthly notifications from Microsoft as it pertains to Operating Systems (OS) and application security patches. Vesta Solutions reviews the notifications and determines if any apply to the specific OS and applications used by Vesta Solutions.

Where it is determined that a Microsoft Security Patch applies to an Vesta Solutions product, Vesta Solutions will test the patch against the Vesta Solutions product lines. Upon successful completion of the testing, Vesta Solutions will provide the Carousel with a Technical Services Bulletin (TSB) identifying that the security patch has been tested and recommends the deployment.

It is the Carousel’s responsibility to review the TSB, determine the applicability based on its sites, and download and deploy the security patches. If Carousel purchases Vesta Solutions Patch Management Service, Vesta Solutions Managed Services Team will coordinate the update with the Carousels technical team.

## Patch Management



This service provides remote, schedulable delivery of critical (Vesta Solutions tested) Microsoft Security patches to monitored computers eliminating sneaker-net delivery of critical security patches. Installation of critical security patches is a crucial part of securing a PSAP against today's threats. Requires Reboot of systems.

Patch Management 8X5	Carousel	Vesta Solutions
Microsoft Patch Management is performed on an as needed basis on Vesta Solutions release schedule of pre-approved Microsoft patches.		X
Coordinated by Carousel (Scheduled based on customer needs during regular 8am-5pm)	X	
Delivered remotely by Vesta Solutions with Carousel onsite support	X	X
Performed onsite (Reboot Required)	X	

### Virus Protection

This service provides remote, schedulable delivery of critical (Vesta Solutions tested) anti-virus definition updates to monitored computers eliminating cumbersome and costly manual delivery of updates and significantly assisting in the reduction (although the risk of infection can never be completely eliminated—such is the nature of a reactionary measure like anti-virus software) of virus infections. Anti-virus software and the maintenance thereof is a crucial part of securing today's PSAP.

Virus Protection	Carousel	Vesta Solutions
Anti-virus Software Updates		X
Coordinated by Carousel	X	

Carrier Agency	Carousel
Carousel Carrier Agency includes the following activities:	
Open a trouble service request with the designated carrier(s).	X
Coordination, on customer's behalf, of trouble tickets, trouble referral, and case management for carrier network issues.	X
Continue to case manage the trouble and provide status updates to the Customer, to resolution.	X
<b>NOTE: Client must provide a Letter of Agency, Circuit ID's, and Vendor #'s by Location, as required.</b> <b>NOTE: Vendor Agency does NOT include Provisioning of new services</b>	



## Reporting

Customers are provided with historical service related tickets. Information is delivered in the form of reports and quarterly briefings.

Reporting Service		Carousel	Vesta Solutions
Carousel will provide the following quarterly reports:			
Trouble tickets classified by severity		X	
Trouble tickets by location		X	
Resolution time by severity		X	

## Carousel Service Delivery Manager

Carousel will assign an Service Delivery Manager to monitor overall, the Customer's service operations, and is responsible for the following:

Serve as "Service Interface" between Carousel personnel and the Customer

Work with the Customer's point of contact to develop and implement Policies, Procedures and Standards

Schedule and facilitate monthly meetings, status updates, Change Management, review monthly or quarterly reports, and monitor the Customer's SLAs

Execute changes in the Schedules

SPOC for problem escalation and resolution

## Hardware Support

If replacement equipment is needed, the remote engineer and/or on site technician will relay the information to the appropriate Service Representative to coordinate next steps. The replacement process is dependent upon the customer's support agreement with Carousel. \* Manufacturer maintenance services including but not limited to extended warranty, Advanced Exchange, or expedited replacement are coordinated by Carousel.

Warranty parts replacement subject to manufacturer's policies and programs.

Onsite replacement for failed equipment provided where entitled and is coordinated with the fulfillment of replacement equipment. If onsite support entitlement is not in place it can be provided upon request subject to billable T&M costs.



## SECTION D – SERVICE LEVEL AGREEMENTS

### Definitions

**Response Time:** Response Time is measured from the time the customer contacts the Carousel Services Center to report an incident, to the time the technician/engineer begins diagnostics. Carousel will attempt to clear all failures remotely before dispatching a technician to the Customer's premises, if required.

#### **P1: A critical issue - Priority is set as a One (1). The definition is a widespread system or application failure.**

- The customer is experiencing a loss of service impacting greater than 25% of the users at a given site, multiple sites, enterprise, or of a given functional area. (Ex. 25% of the Call Center agents are impacted)
- The incident results in extremely serious interruptions to the production system. Tasks that should be executed immediately cannot be executed due to a complete outage of the system or interruptions in main functions of the production system.
- The entire user community is or could be negatively affected.
- Tasks that should be executed immediately cannot be executed due to a complete outage.
- Data Integrity may be compromised and the service request requires immediate processing as the issue can result in financial losses.
- Service problem during critical periods (ex. End of month processing, payroll processing)
- Security violations (ex. Denial of service, widespread virus, etc.)

**Response time** for a critical event is: **15 minutes**

**Tech Onsite: Within 4 hours**

#### **P2: A major issue - Priority is set as Two (2). The definition is the majority of system /application is in failure**

- Loss of service to less than 25% of the users at a given site, multiple sites, enterprise, or of a given functional area (Ex. Less than 25% of Call Center agents impacted.)
- There is a negative impact to project installation activities, urgent deadlines or the incident puts the system at risk. In production system, important tasks cannot be performed, yet the error does not impair essential operations. Processing can continue in a restricted manner, yet data integrity may be at risk. The service requests require timely processing due to the malfunction may cause serious interruptions to critical processes or negatively impact business.
- System or application is degraded or performing unreliably and is affecting customer's ability to perform normal business functions.
- Key services or employees are affected. (Ex. Attendant console, system administration access, security violations.)
- Service order has been downgraded from a critical due to a temporary fix put in place until permanent resolution is conducted during customer's change control process.

**Response time** for a major event is: **30 minutes**

**Tech Onsite: Within 8 hours**

#### **P3: A minor issue – priority is set to Three (3). The definition is customer is experiencing a partial system or application interruption**

- Customer and operational impact is low

**Response time** for a minor event is: **8 hours**

**Tech Onsite: Next business day**

\*\*\*Includes temporary solution, some or all restoration.

**P4 ; For standard requests, priority is set to Four (4). The request is not service impacting yet a potential system/ application failure could occur if not resolved.**

- An incident affects a single end-user and does not impact or disrupt the end-user's daily tasks
- An incident that has minimal impact on normal business processes and may be handled on a scheduled basis, such as end-user requests requiring system enhancement, or peripheral problems, such as network printer issues.
- The issue consists of "how to" questions or end user requests including issues related to operational awareness, installation and configuration inquiries, enhancement requests, or documentation questions.

**Response time:** based on request

**Tech Onsite: based on request**



Break / Fix Prioritization

Rank and SLA/SLO	P1 (Critical)	P2 (Major)	P3 (Minor)	P4 (Standard)
Response/ Acknowledge	< 15 minutes	< 30 minutes	8 hours	based on request
Tech Onsite	0-4 hours	8 hours	Next business day	based on request
Escalation Threshold	1 hours	2 hours	48 hours	As needed
Communication Objective	Hourly	4 hours	Daily	As needed

Equal Opportunity Clause

*This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.*

	<b>Total Monthly Payment Due: \$16,790.52</b> (Total Contract Commitment: \$1,007,430.17)

## 1. Introduction

### 1.1. Statement of Confidentiality

This Scope of Work, presented to you by NWN Corporation and Carousel Industries of North America, LLC collectively referred to as ("NWN") contains confidential and proprietary information. Pinellas County, FL - 911 Host A - HQ hereto referred to as "the customer" or "customer," may not disclose the confidential information contained herein to any third party without the written consent of NWN. The customer may disclose the contents of this document to representatives, consultants, or employees who need to know its contents for the purpose of the customer's evaluation of the document. The customer agrees to inform any person reviewing this document on their behalf that they are also bound by this requirement.

This Scope of Work is valid for sixty (60) days from this date June 16, 2025. NWN reserves the right to vary the terms of this document in response to changes in requirements or additional information made available by the customer. Submission of this document by NWN in no way conveys any right, title, interest, or license in any intellectual property rights (including but not limited to patents, copyrights, trade secrets or trademarks) contained herein. All rights are reserved. This Scope of Work is based on NWN current understanding of the customer's requirements. The NWN offer specified herein is not binding except as specified in the Acceptance section of this document.

This documentation might include technical or process inaccuracies or typographical errors and is subject to correction and other revision without notice. NWN GIVES YOU, THE CLIENT, THIS DOCUMENTATION "AS IS." EXPRESS OR IMPLIED WARRANTIES OF ANY KIND ARE NOT PROVIDED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states or jurisdictions do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

### 1.2. Primary Contacts

The following are the primary contacts for both NWN and the Customer.

Organization	Name	Role	Primary E-Mail	Primary Phone
NWN	Laura Pringle	Account Executive	lpringle@nwncarousel.com	813-864-8802
Customer	Alex Meloy	Lead Procurement Analyst	almeloy@pinellas.gov	(727) 464-3147

### 1.3. Opportunity Team Members

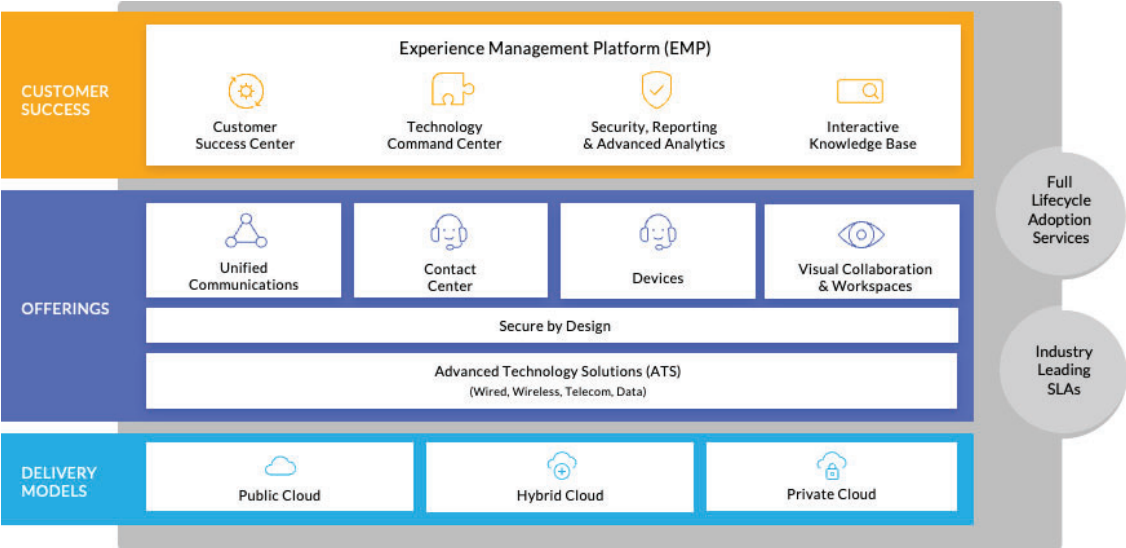
Organization	Name	Role
NWN	Matt Niemann	Complex Deals
NWN	Brian Fedak	Solution Architect
NWN	John Elliott	Technical Architect
NWN	Vicky Betts	Sales Operations Specialist
NWN	Timothy Saunders	Solution Architect



NWN	Debra Perry	Billing Specialist
NWN	Sebastian Teets	Solution Architect
NWN	Steve Pandolfo	Business Architect

## 2. NWN’s Offerings

NWN’s offerings are divided into easy to understand and easy to consume bundles. These bundles include the required capabilities you need to get the most out of your technology investment. Each bundle builds upon the other, allowing you to do as much, or as little, or the work yourself, while leaving the rest to us.



The following offerings are covered in this statement of work:

### 2.1. Security Solutions

NWN’s Security Offering focuses on solving the architectural and operational challenges of implementing and maintaining a secure environment, NWN helps Customer focus on managing business risk with a comprehensive security architecture that mitigates manual effort and provides rich context for reporting and incident management. We help you achieve improved operational efficiency in a measurable and manageable format via a framework-led approach.

### 3. Scope of Work

The following scope of services cover the one-time and ongoing services that are included in this Agreement. Services are organized by technology area and by sub-grouping if included. We encourage you to review this scope of work with your NWN team to ensure we have captured your requirements correctly so that we may deliver the outcomes you expect. Items that are not mentioned in this scope are not included. For more details on the services offered, please refer to the section below titled "Incorporated by Reference."

#### 3.1.1. PSC-Side A

ITEM	SCOPE	QTY
NGFW Appliance, EMP Operate	EMP Operate package for a single NGFW Appliance. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	8
Firewall Management Platform, EMP Operate	EMP Operate package for a single Firewall Management Platform. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

#### 3.1.2. PSC-Side B

ITEM	SCOPE	QTY
NGFW Appliance, EMP Operate	EMP Operate package for a single NGFW Appliance. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	1
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1

### 3.1.2. PSC-Side B

ITEM	SCOPE	QTY
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.3. Largo

ITEM	SCOPE	QTY
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.4. Tarpon Springs

ITEM	SCOPE	QTY
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.5. SPPD-Side A

ITEM	SCOPE	QTY
NGFW Appliance, EMP Operate	EMP Operate package for a single NGFW Appliance. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.5. SPPD-Side A

ITEM	SCOPE	QTY
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	8
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.6. SPPD-Side B

ITEM	SCOPE	QTY
NGFW Appliance, EMP Operate	EMP Operate package for a single NGFW Appliance. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	4
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

### 3.1.7. Clearwater

ITEM	SCOPE	QTY
Switch, Fixed Port, EMP Operate	EMP Operate package for a single Switch, Fixed Port. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2
VESTA 9-1-1 Workstation Essentials Support Service	Essentials Support - Remote + Onsite + Co-Delivery - Agency - 24x7 for Managed VESTA NWN Tier 1+2 Remote Support NWN 4-Hour Onsite Support NWN Co Delivery for Vesta Solutions NWN Telco Agency VESTA Solutions Software Support	1

**3.1.7. Clearwater**

ITEM	SCOPE	QTY
Router, EMP Operate	EMP Operate package for a single Router. Includes: Service Portal, Remote Monitoring, Reporting, Insights and Analytics, Case, Event, Incident, Configuration, Problem, Change, Service and Software Release and Patch Management. See Service Description for more details.	2

**3.1.8. Staffing/Best Practice Assessment - Year 1**

ITEM	SCOPE	QTY
NWN Staffing Resources (Monthly Recurring Charge)	NWN Contact Center Staffing, Recurring Charges See supplemental Staffing contract for more details	1
NGFW Best Practice Assessment	Best Practice Assessment Services for existing Secure Firewall Deployment (Per HA Pair)	1

**3.1.9. Staffing/Best Practice Assessment - Year 2**

ITEM	SCOPE	QTY
NWN Staffing Resources (Monthly Recurring Charge)	NWN Contact Center Staffing, Recurring Charges See supplemental Staffing contract for more details	1
NGFW Best Practice Assessment	Best Practice Assessment Services for existing Secure Firewall Deployment (Per HA Pair)	1

**3.1.10. Staffing/Best Practice Assessment - Year 3**

ITEM	SCOPE	QTY
NWN Staffing Resources (Monthly Recurring Charge)	NWN Contact Center Staffing, Recurring Charges See supplemental Staffing contract for more details	1
NGFW Best Practice Assessment	Best Practice Assessment Services for existing Secure Firewall Deployment (Per HA Pair)	1

**3.1.11. Staffing/Best Practice Assessment - Year 4**

ITEM	SCOPE	QTY
NWN Staffing Resources (Monthly Recurring Charge)	NWN Contact Center Staffing, Recurring Charges See supplemental Staffing contract for more details	1
NGFW Best Practice Assessment	Best Practice Assessment Services for existing Secure Firewall Deployment (Per HA Pair)	1

**3.1.12. Staffing/Best Practice Assessment - Year 5**

ITEM	SCOPE	QTY
NWN Staffing Resources (Monthly Recurring Charge)	NWN Contact Center Staffing, Recurring Charges See supplemental Staffing contract for more details	1
NGFW Best Practice Assessment	Best Practice Assessment Services for existing Secure Firewall Deployment (Per HA Pair)	1

## 4. Incorporated by Reference

### 4.1. Overview

This SOW represents the work being performed by NWN for the customer during the contracted engagement. Some services and products used in the delivery of this SOW are governed by additional documentation and service descriptions. This information is applicable by feature and does not include any feature not covered by the scope above. These can be found in the following locations:

1. **NWN Master Service Agreements:**
  - a. **NWN Corporation clients:** – <https://nwncarousel.com/master-agreement>
  - b. **Carousel Industries of North America, LLC clients** – <https://nwncarousel.com/master-agreement>
2. **Experience Management Services** – If EMP Services are included in this scope of work, then the following service description is included by reference: <https://nwnit.box.com/s/1csb40l92zhkm6llcdv2ywg4u7hhao2s>
3. Third Party End User License Agreements, Terms of Service, and Warranty Information can be found here: <https://nwncarousel.com/third-party-eula-tos-warranty/>
4. The NWN Carousel Acceptable Use Policy and if applicable to the Services described in this SOW the Emergency Services Addendum and Data Processing Agreement located at: <https://nwncarousel.com/compliance/>

## 5. Assumptions and Responsibilities

### 5.1. Project Assumptions

The following list represents some of the items that, unless otherwise noted above, are excluded from the work being performed by NWN as part of the scope of this project. Anything not specified in the scope above, nor specifically excluded below, is assumed to be excluded. Items that the customer wishes NWN to provide may be contracted on a time and materials basis, or as part of a separate fixed price scope. Exclusions include:

- NWN will provide knowledge transfer to Customer staff throughout the engagement. Knowledge transfer is not intended to replace formal technical training and certification.
- Travel Costs are billed at actuals unless otherwise noted in your quote
- If this proposal does not include an on-going service contract to cover moves, adds, and changes, upgrades to software and hardware, troubleshooting of circuit outages, or other managed and operate services, these activities are the responsibility of the customer. Should customer require such services, NWN can provide a separate proposal to meet these needs.
- While under NWN supervision, all documents and scripts will be subject to NWN version control.
- Unless otherwise stated, all diagrams will be provided in Visio format and all documentation will be provided in Microsoft Word or Portable Document format. NWN will provide softcopies of all deliverable documentation created as part of this project

### 5.2. General Customer Responsibilities

To support this scope of work, The Customer agrees to the following responsibilities:

- Customer agrees to designate a single point of contact to work with NWN for the duration of this project. This contact shall be available during normal business hours (Monday through Friday 8:00am to 5:30pm local time, excluding NWN observed holidays).
- Customer agrees to provide reasonable access to Customer sites and facilities, including, where applicable: access to a loading dock/facility to receive equipment, access to a secure workspace to store, stage, and test the equipment
- Customer agrees to provide remote access to the network to facilitate remote configuration and troubleshooting as required
- Customer agrees to provide proper security clearances and/or escorts as required to access the site for equipment installation and maintenance.
- Customer agrees to provide access to appropriate systems to facilitate the completion of this SOW.
- Building, furniture, and/or fixture modification, including but not limited to; the drilling of holes, cutting of access panels, floor cores, or exterior penetrations are the responsibility of others and are considered out of scope
- Customer agrees to provide any special safety equipment if required for sites visited by NWN personnel or sub-contractors
- Customer will be responsible to have complete backups of any data prior to commencement of our services. NWN assumes no responsibility for lost data.
- Customer will provide for the disposal of any packing materials, inserts, and boxes in which the equipment is shipped once installation is complete.
- Customer must have ACTIVE manufacturer support contracts on any existing equipment that NWN will be performing work on during this work effort.
- Customer agrees to ensure the installation environment is safe and free of contaminants, dust, debris, or other hazardous materials. Inspection, testing, and certification of such materials is the responsibility of the customer.
- Customer agrees that any delays caused by the customer are not the responsibility of NWN. Further, any additional time or expense incurred because of said delays will be subject to a change order and additional charges.
- If the site is not ready when NWN arrives, customer may be responsible for additional travel and expenses

- Unless otherwise noted in this Agreement, implementation will occur in a single contiguous effort and, if required, site visits will be limited to one visit per site. If the schedule, or number of visits, must change due to delays in equipment availability, customer readiness, site readiness, or any issue outside of NWN's control, the NWN Project Manager will document the change and submit a Project Change Order to revise the implementation timeline.
- In the event Customer is purchasing software licenses or other usage-based consumption products or services under this SOW and Customer's actual software license count or usage exceeds those initially purchased pursuant to this SOW, Customer will be invoiced during the next billing cycle based on the highest license count or usage consumed and not the amounts initially set forth in this SOW. Thereafter, Customer shall be billed based on highest license count or usage consumed under this SOW. For avoidance of doubt, overages will be billed in the month following when the overage occurred.

### 5.3. Installation Customer Responsibilities

To support this scope of work, The Customer agrees to the following responsibilities:

- Customer will provide network and system documentation and any network topology diagram for the existing network infrastructure if available.
- Customer agrees to furnish NWN with building layouts, floor plans, cable and power drops and other applicable information to facilitate the physical installation of equipment and software covered by this scope of work.
- Customer agrees to ensure that proper environmental conditions are met, including, but not limited to proper power equipment grounded to code, backup power source if required, cooling, rack/floor space, and any external monitoring equipment required.
- Customer agrees to connect PCs, printers, mobile devices, servers, or any other ancillary devices not covered by this scope of work.
- Customer shall be responsible for any changes, reconfiguration, or upgrades to existing servers, systems, printers, and workstations to support this scope of work.
- Customer agrees to install, test, and verify the operation of any equipment or software not covered by this scope of work.
- Customer agrees to ensure that all cabling and facilities are installed, and clearly marked. If items are not clearly marked the customer will aid in identifying all cable drops and the equipment it is used for.
- Customer agrees to provide all supporting technologies including DHCP, DNS, or other systems required for normal functioning of the solution.
- Customer agrees to provide personnel to participate in any testing of the solution required once Customer agrees to provide all the cabling required to complete the installation that is not included with this equipment. All cabling longer than 20 feet will be installed by CUSTOMER and will be labeled with an indication of what the cabling supports.
- Customer shall be responsible to specify, order and ensure the provisioning of an adequate amount of circuit bandwidth and/or SIP trunks to support the operation of the system under normal and peak usage periods.
- All conduit, raceway, cable tray, supporting equipment and structure, regardless of purpose, is to be supplied and installed by others.

## 6. Financials

### 6.1. Terms

Item	Term
Contract Term:	60 Months
Term Dates:	01/01/2026 – 12/31/2030
Billing Terms:	Recurring - Monthly
Payment Terms:	Net 45 Days
Payment Schedule:	100% on Completion

### 6.2. Summary

Item	Total
Annual Recurring Total Y1:	\$536,966.39
Annual Recurring Total Y2:	\$541,321.67
Annual Recurring Total Y3:	\$545,807.75
Annual Recurring Total Y4:	\$550,428.35
Annual Recurring Total Y5:	\$555,187.55
Recurring Ext. Total:	\$2,697,680.06

EXHIBIT F - COMPENSATION

Support Type	2025	2026	2027	2028	2029	2030	UNSPECIFIED FUNDS	TOTAL CONTRACT VALUE
EMP Support (helpdesk, MS network devices)	\$ 323,175.04	\$ 307,836.91	\$ 307,836.91	\$ 307,836.91	\$ 307,836.91	\$ 307,836.91		
Onsite Technician	\$ 129,935.52	\$ 229,132.80	\$ 233,480.00	\$ 237,972.80	\$ 242,590.40	\$ 247,353.60		
Motorola hardware/software	\$ 711,719.66	\$ 769,794.13	\$ 745,210.34	\$ 725,712.58	\$ 728,034.74	\$ 728,034.74		
MDR+ (external vulnerability scanning)	\$ -	\$ 270,374.59	\$ 137,213.93	\$ 258,945.79	\$ 258,945.79	\$ 258,945.79		
Internal Vulnerability scanning		\$ 223,817.14	\$ 232,769.82	\$ 242,080.62	\$ 251,763.86	\$ 261,834.40		
Penetration Testing	\$ -	\$ 121,318.52	\$ 101,082.46	\$ 105,121.34	\$ 109,331.34	\$ 113,704.00		
Disaster Recovery Service	\$ -	\$ 85,364.45	\$ 39,470.42	\$ 39,470.42	\$ 39,470.42	\$ 39,470.42		
Cisco	\$ 9,247.22	\$ 8,000.00	\$ 8,800.00	\$ 9,680.00	\$ 10,648.00	\$ 11,712.80		
Fortinet	\$ 2,542.49	\$ 2,600.00	\$ 2,860.00	\$ 3,146.00	\$ 3,460.60	\$ 3,806.66		
Upgrade PSC servers	\$ -	\$ 98,698.39	\$ -	\$ -	\$ -	\$ -		
	\$ 1,176,619.93	\$ 2,116,936.93	\$ 1,808,723.88	\$ 1,929,966.46	\$ 1,952,082.06	\$ 1,972,699.32	\$ 400,000.00	\$ 10,180,408.64

See breakdown of compensation services attached to this agreement in Appendix A - E

\*Unspecified Services is defined as material or services that may be required due to unexpected conditions or events similar to the scope of work which may include, but not limited to hauling cut vegetation offsite, disposal fees. Unspecified work is not guaranteed as part of the contract and must be properly authorized in writing by the County before performed.



## EXHIBIT G

DEDICATED RESOURCE SERVICE AGREEMENT					
<b>Customer Name:</b>	Pinellas County, FL	<b>Estimated Contract Start Date:</b>	01/01/2026	<b>Estimated Contract End Date:</b>	12/31/2030
<b>Street Address:</b>	10750 Ulmerton Rd, Bldg 1 Ste 343	<b>Contract Staffing Term (in months):</b>	60	<b>Created Date:</b>	06/13/2025
<b>City, State, Zip:</b>	Largo, FL 33778	<b>Customer Contact:</b>	David Hare	<b>Created By:</b>	Bonnie Craig
<b>SLX Opportunity #:</b>	OP-100888	<b>Telephone No:</b>	847-393-6116	<b>AE:</b>	Laura Pringle
		<b>Email:</b>	dhare@pinellas.gov		

The above referenced Customer requests the services of a Dedicated Resource and Carousel Industries of America, LLC agrees to provide such Dedicated Resource(s) as described in **Section 1**, in exchange for the fees listed in **Section 3**, and in accordance with the terms and conditions set forth in this agreement.

**NOW, THEREFORE**, the parties agree as follows:

### 1. Scope of Services

Carousel shall provide the Dedicated Resource(s) to Customer at rate listed in Section 3.

- Number of Resources: 1
- Support Location(s): Largo, FL
- Resource Type(s): E911 Vesta
- Overview of Duties/Responsibilities: Motorola Vesta Support throughout Pinellas County E911 System. Work directed by on site leadership.

### 2. Terms of Agreement

This Agreement shall remain in effect for the period identified in the "Contract Staffing Term" listed above. The contract start date begins once a qualified candidate is selected and a start date is agreed upon between all parties. Resource recruiting efforts will begin once this agreement is signed by both parties and a purchase order is issued by the customer. Contracts scheduled to end outside of a full month billing cycle will be prorated accordingly. This agreement may be extended for no more than (60) days before an updated Dedicated Resource Agreement must be signed.

### 3. Dedicated Resource(s) provided and related Fees

#### Year 1

Rate <sup>1,2,3,4</sup>	Description
\$ 19,094.13	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 165.24	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 220.32	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.



## Year 2

Rate <sup>1,2,3,4</sup>	Description
\$ 19,457.07	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 168.38	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 224.50	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 3

Rate <sup>1,2,3,4</sup>	Description
\$ 19,830.91	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 171.62	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 228.82	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 4

Rate <sup>1,2,3,4</sup>	Description
\$ 20,215.96	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 174.95	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 233.26	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 5

Rate <sup>1,2,3,4</sup>	Description
\$ 20,612.56	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 178.38	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 237.84	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

<sup>1</sup> Overtime for work conducted outside normal business hours will be calculated presuming a forty (40) hour work week and pursuant to the appropriate labor laws. If work outside of agreed support hours is required, Customer reserves the right to modify the Dedicated Resource's schedule to avoid overtime charges, excluding work on Sundays and Holidays. Overtime charges will be invoiced separately from the monthly Dedicated Resource Agreement invoice.

<sup>2</sup> Contract terms scheduled to end outside of a full month billing cycle will be prorated accordingly based upon listed flat monthly rate.



**During the period of this agreement:**

- Should the customer request additional support not provided by the contracted Dedicated Resource, Carousel will offer services at the appropriate Time and Materials rate.
- Should the Customer upgrade and/or replace their technology and thus require a Dedicated Resource with a different skill set, the rates outlined in this agreement may be subject to change.
- Changes to the Customer requested Dedicated Resources in terms of quantities and/or skill set may be made through a mutually agreeable amendment to this agreement and rates will be subject to change.

If there is no dispute about the work performed, Customer shall promptly review and approve Carousel invoices for services and make payment within thirty days of invoice date.

**4. Working Arrangements**

- a) Supervision: The Customer shall be responsible for the day to day oversight and issuance of work tasks/activities of the Dedicated Resource(s) provided under this agreement.
- b) Dedicated Resource's Work Area: Customer has sole responsibility for identifying Dedicated Resource's work area. A safe and workable environment shall be provided. Customer shall restrict this area, as Customer deems necessary.
- c) Access: It is the Customer's responsibility to ensure Carousel is aware of all facility access guidelines and procedures for both regular and non-regular business hours (nights, weekend, holidays, etc.) and Carousel's responsibility to ensure the Dedicated Resource(s) are aware of and comply with any such procedures.
- d) Remote System Access: The customer must ensure that all necessary resources have suitable remote access to the systems needed to carry out all essential tasks successfully.
- e) Refuse Entry: Customer reserves the right to refuse an employee of Carousel's entry to facilities. Upon Customer's request, Carousel shall remove any of its employees from such facilities.
- f) Safety: The Dedicated Resource(s) must comply with all Customer location safety and security requirements. Carousel will immediately report any accidents involving the Dedicated Resource to the Customer in writing. For personal health issues, Carousel employees shall contact their own physician, or contact Carousel's management or HR for advice.
- g) Planned time away from work: The service provider shall not be obligated to provide any backfill or replacement for the dedicated resources in case of absence due to planned time away from work or sickness, unless otherwise agreed by the parties in writing.

**5. Employment Status**

Nothing herein shall be construed to create an employer-employee relationship between the Customer and the Dedicated Resource.

**6. Qualifications**

Carousel represents and warrants that the Dedicated Resource possesses the requisite experience and expertise to perform this obligation hereunder in accordance with the highest professional standards. In the event the Dedicated Resource is terminated or resigns during the contract term, Carousel will provide an alternate Dedicated Resource that both parties agree upon. The Customer will not be billed during the period of time needed to recruit and hire a replacement resource.

**7. Non- Solicitation**

During the term of this Agreement, Customer agrees not to extend an offer of employment (temporary or permanent) to The Dedicated Resource(s) unless Carousel agrees to release the employee(s) and terminate this agreement. Upon the end of the contracted term, Customer may extend and offer of employment to the previously contracted Dedicated Resource. A Direct Hire Fee may apply if contract term totaling less than 12 months.

Should the Customer breach this section and hire the Dedicated Resource(s) prior to the end of the contract term, or without consent from Carousel, Customer agrees to pay Carousel one times (1x) the total of annual salary for each employee accepting employment during the term stated above. The wage rate will be determined by the employee's pay rate at the time the employee leaves Carousel's employ.

Customer and Carousel agree that such payment will represent fair and reasonable compensation for the loss of such employee and subsequent recruiting, training and temporary help necessary to replace any such employee. This sum will be fully due and payable upon the employee's notice of resignation and will be considered separate and apart from any and all other payments due under this Agreement.



**14. Notices**

All notices, demands and other communications required or permitted hereunder or in connection herewith shall be in writing and shall be deemed to have been duly given and delivered (including by receipt verified facsimile transmission) or mailed in the Continental United States by first class mail, postage prepaid, to a party at the following address, or to such other address as such party may hereafter specify by notice:

Carousel Industries of North America, LLC  
Attn: Legal  
659 South County Trail  
Exeter, RI 02822

**If Customer: Pinellas County, FL**

Attn: David Hare  
Address: 10750 Ulmerton Rd, Bldg 1 Ste  
343, Largo, FL 33778

**15. Equal Opportunity Clause**

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.



	<b>Total Monthly Payment Due Year 1: \$ 19,094.13</b> <b>Total Monthly Payment Due Year 2: \$ 19,457.07</b> <b>Total Monthly Payment Due Year 3: \$ 19,830.91</b> <b>Total Monthly Payment Due Year 4: \$ 20,215.96</b> <b>Total Monthly Payment Due Year 5: \$ 20,612.56</b>  <i>(Total Contract Commitment: \$1,190,527.56)</i>
	Business Partner CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC ATTN: Service Contracts Dept.
	Accepted By: _____ Voice: _____ (800) 401-0760 ext. 1109
	Printed Name _____ On: (Date) _____ Fax: _____ (401) 667-5492
	Address 659 South County Trail
	City Exeter
	State      Zip RI      02822



EXHIBIT G

Support Service Agreement – ESSENTIAL

Equipment Location Address:				Page 1 of 21	
Customer Name:	Pinellas County, FL	Contract Start Date:	01/01/2026	Install Date:	
Street Address:	Multi-site as listed below	Customer Contact:	Alex Meloy	Created Date:	06/16/2025
City, State, Zip:		Telephone No:		Created By:	Bonnie Craig
Active MSSA on file?	Yes	Email:	AlMeloy@pinellas.gov	AE:	Laura Pringle
SF Opportunity #:	OP-100888				

NOTE: Service Agreement and Pricing expires, unless signed within 60 days from Created Date listed above.

Customer requests services for the following products and locations as described below. Provided there is no **Master Sales and Service Agreement (MSSA)** in effect between the parties, this service agreement shall be subject to the terms and conditions of the Agreement. If there is a MSSA in effect between the parties, this service agreement shall be subject to the terms and conditions of that MSSA.

**NOTE:** ORIGINAL EQUIPMENT MANUFACTUTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF SIGNED AGREEMENT, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

EXHIBIT A – ESSENTIAL Coverage Option Purchased

Coverage Option: Remote + Onsite + Co-Delivery + Agency - 24x7

Qty	Service Description	Term Months	Coverage	Payment Type		Price
1	Carousel Tier 1+2 Remote Support	60	24x7x365	M		
1	Carousel 4-Hour Onsite Support	60	24x7x365	M		
1	Carousel Co Delivery – Vesta Solutions	60	24x7x365	M		
1	Telco Agency	60	24x7x365	M		
1	Motorola Software Support	60	24x7x365	M		
1	Motorola Monitoring and Response	60	24x7x365	M		
1	Motorola Patch Management and Antivirus	60	24x7x365	M		
					Monthly Payment:	\$ 16,790.52

Number of positions: 142

Note: Pricing above is for Carousel Support only. Motorola software support will invoice separately.



## EXHIBIT B - Addresses, Products and Hours covered under this agreement

### ITEMS COVERED:

#### PSC-Side A: 10750 Ulmerton Rd, Bldg 1, Largo, FL

Description	Part No./Support SKU	Qty.
V-DL SVR VLS BNDL GEO	853031-DLVLS-GD2	2
V-CTR APPLIANCE ADD-ON	BA-V00-VS00-1	1
V911 R7.4 DOC/MED UPG	870899-0104R7.4U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
VESTA 9-1-1 Servers V-SVR BASIC RNWL SPT 1YR	04000-68005 RNWL	2
VM Very Large Server Bundle V-SVR STD RNWL SPT 1YR	04000-68015 RNWL	2
VM Very Large Server Bundle V-SVR MG CTR RNWL SPT 1YR	04000-68037-RNWL	1
V-SVR MGMT CTR SPT 1YR	04000-68037	1
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	59
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	59
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
CFG NTWK DEVICE	809800-00200	2
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
CFG NTWK DEVICE	809800-00200	1
<b>Automated Abandoned Callback</b>		
VESTA 9-1-1 AAC PSAP MOD UPG	870810-01302U	1
<b>VESTA™ Analytics Server Equipment</b>		
SVR 2U RACK ENH DL380/G10 2.2	62040-G819204	1
HARD DRIVE 600GB SAS 10K	64000-20066	4
HARD DRIVE 300GB 12G SAS 10K	64000-20064	4
8GB RAM G10	6400C-40044	4
SVR NAS 8TB	62033-2GB4T04	1
SVR WIN2019 STD DWNGRD 2012	04000-00444	1
SQL 2014 CAL RUN EMB LIC	04000-00319	1
SQL 2014 SVR RUN EMB LIC	04000-00346	1
PRESENTENSE TIME CLIENT 5.1	04000-00436	1
MIS SVR CFG	809800-01416	1
<b>VESTA™ Analytics - Hosted</b>		
V-ANLYT 3.4.2	873390-05201	1
V-ANLYT HOST LIC UPGD	873391-01002U	1
VESTA Analytics Hosted SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT SITE LIC UPGD	873391-02001U	1
V-ANLYT USER LIC UPGD	873391-00301U	6



V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	82
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	82
<b>VESTA™ Analytics Modules</b>		
V-ANLYT RPT PKG LIC UPGD	873391-00901U	1
V-ANLYT LIC-1000P NCTO UPGD	873391-03004U	1
VESTA Analytics Modules SPT V-ANLYT DB-1000P 1YR	809800-03401	1
<b>VESTA® 9-1-1 Heads-Up Display: Server Equipment</b>		
SVR 2U RACK ENH DL380/G10 2.2	62040-G819204	1
PROCESSOR 4210 DL380 G10	64000-30045	1
SVR WIN2019 STD DWNGRD 2012	04000-00444	1
HARD DRIVE 300GB 12G SAS 10K	64000-20064	2
GENERIC SVR CFG FEE	809800-00112	1
<b>Administrative Workstation Equipment</b>		
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	6
WINDOWS 10 LTSC LIC	04000-00441	6
DKTP TWR STAND	64000-00200	6
<i>Note: Pinellas to provide monitors.</i>		
GENERIC WKST CFG FEE	809800-00102	6
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-OAD-VSML-M	82
SPT VADV 1YR	SS-OAD-VSSL-1Y	82
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD ENT SVR MEDIA UPG	870899-04101U	1
VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	809800-35310	1
VHUD 1-4 SVR OUTPUTS UPG	04000-54003U	1
VESTA 911 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	809800-35320	2
VHUD 1-4 SVR OUTPUTS	04000-54003	1
<b>VESTA® 9-1-1 Heads-Up Display: Media Player</b>		
VHUD DATA ACCESS LICENSE UPG	04000-54009U	6
VESTA 9-1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	809800-35345	6
VHUD ARIES SGL CH MED PLAYER	04000-00555	6
VHUD ARIES HW WARR 5YR	04000-02518	6
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	65
VHUD VIEWER PER SEAT LIC	870809-00701	9
VHUD SUPV VIEWER LIC MIG	04000-54008	6
VESTA 911 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	809800-35340	6
<b>Call Filter Service (CFS) Server Equipment</b>		
V-DL CFS SVR BNDL	853031-DLSVRCFS	1
V-SVR BASIC SPT 1YR	04000-68005	2
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	59
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	6
V911 ACT VIEW SW SPT 1YR	809800-35120	6
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	59



WINDOWS 10 LTSC LIC	04000-00441	59
DKTP TWR STAND	64000-00200	59
KIT CBL DP/USB 15FT EXT	65000-00197	59
KEYPAD 24-KEY USB CBL 25FT	64007-50022	59
BASIC SAM HDWR KIT	850830-03201	59
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	118
SAM EXT SPKR KIT	853004-00401	59
CBL PATCH 15FT	65000-00124	59
HDST 4W MOD ELEC MIC BLK	02800-20501	59
HDST CORD 12FT 4W MOD BLK	03044-20000	59
V911 IWS CFG	809800-35109	59
V911 IWS STG FEE	809800-35108	59
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	82
V911 IRR SW SPT 1YR	809800-35110	82
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b>Cabinet &amp; Peripheral Equipment</b>		
MNTR RACK KYBD KVM 19IN	63009-192803	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	4
MED 1000 1-SPAN BNDL	04000-00152	4
SW SPT M1000 T1 MOD 1YR	04000-00191	4

#### PSC-Side B: 22211 US HWY 19 N Clearwater, FL

Description	Part No./Support SKU	Qty.
V-DL SVR VLS BNDL GEO	853031-DLVLS-GD2	2
V911 R7.4 DOC/MED UPG	870899-0104R7.4U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
VM Very Large Server Bundle V-SVR STD RNWL SPT 1YR	04000-68015 RNWL	2
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
CFG NTWK DEVICE	809800-00200	2
<b>RapidSOS</b>		



CFG NTWK DEVICE	809800-00200	1
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
<b>Rack &amp; Peripheral Equipment</b>		
MNTR NEC 17IN	63002-172805	1
KVM 8-PORT SWITCH USB	04000-00809	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2

**Largo: 201 Highland Ave N, Largo, FL**

Description	Part No./Support SKU	Qty.
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR PER SEAT LIC UPGD	873099-01102U	8
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	8
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	8
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	2
V911 ACT VIEW SW SPT 1 YR	809800-35120	2
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD SGL SVR OUTPUT UPG	04000-54002U	1
VHUD SGL SVR OPTU SPT 1YR	809800-35315	1
<b>VESTA® 9-1-1 Heads-Up Display: Media Player</b>		
VHUD ARIES SGL CH MED PLAYER	04000-00555	6
VHUD ARIES HW WARR 5YR	04000-02518	6
HDMI EXT/SPLTR LOCAL UNIT	04000-12604	1
HDMI EXT ACTIVE REM UNIT	04000-12610	1
CBL VIDEO HDMI EXT 15FT	04000-14582	2
VESTA 911 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	809800-35345	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	8
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	8
SPT VADV 1YR	SS-0AD-VSSL-1YR	8
<b>VESTA™ Analytics - Hosted</b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1



V-ANLYT USER LIC UPGD	873391-00301U	2
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	8
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	8
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	8
WINDOWS 10 LTSC LIC	04000-00441	8
DKTP TWR STAND	64000-00200	88
KIT CBL DP/USB 15FT EXT	65000-00197	8
KEYPAD 24-KEY USB CBL 25FT	64007-50022	8
BASIC SAM HDWR KIT	850830-03201	8
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	16
SAM EXT SPKR KIT	853004-00401	8
CBL PATCH 15FT	65000-00124	8
HDST 4W MOD ELEC MIC BLK	02800-20501	8
HDST CORD 12FT 4W MOD BLK	03044-20000	8
V911 IWS CFG	809800-35109	8
V911 IWS STG FEE	809800-35108	8
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	8
V911 IRR SW SPT 1YR	809800-35110	8
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b>Rack &amp; Peripheral Equipment</b>		
REMOTE PERIPHERAL KIT	863014-00201	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2

#### Tarpon Springs: 444 S Huey Ave, Tarpon Springs, FL

Description	Part No.	Qty.
<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR PER SEAT LIC UPGD	873099-01102U	2
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM RFAI MOD UPGD	873090-11102U	2
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST UP	873099-00802U	2



VESTA 911 Activity View V911 ACT VIEW SW SPT 1YR	809800-35120	1
V911 ACTIV VIEW SYS LIC UPG	873099-00702U	1
<b><i>VESTA® 9-1-1 Heads-Up Display: Viewer</i></b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	1
<b><i>VESTA® 9-1-1 Heads-Up Display: Viewer</i></b>		
VESTA 911 Advanced Enhanced Operations SPT VADV 1YR	SS-0AD-VSSL 1Y	3
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	3
<b><i>VESTA™ Analytics - Hosted</i></b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT USER LIC UPGD	873391-00301U	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	3
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	3
DKTP ELITE MINI 705 G5 W/O OS	61000-409612	2
WINDOWS 10 LTSC LIC	04000-00441	2
DKTP TWR STAND	64000-00200	2
KIT CBL DP/USB 15FT EXT	65000-00197	2
KEYPAD 24-KEY USB CBL 25FT	64007-50022	2
BASIC SAM HDWR KIT	850830-03201	2
CBL INTFC B JKBX NPTT 15FT	833401-00402G-15	4
SAM EXT SPKR KIT	853004-00401	2
CBL PATCH 15FT	65000-00124	2
HDST 4W MOD ELEC MIC BLK	02800-20501	2
HDST CORD 12FT 4W MOD BLK	03044-20000	2
V911 IWS CFG	809800-35109	2
V911 IWS STG FEE	809800-35108	2
CPR/SYSPREP MEDIA IMAGE	870890-07501	1
<b><i>VESTA® 9-1-1 IRR Module</i></b>		
V911 IRR LIC UPGD	873099-00502U	3
V911 IRR SW SPT 1YR	809800-35110	3
BLKBX TL601A-R2 DATASHARE	04000-RS232	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
BLKBX TL159A 8-PORT DATACAST	04000-00159	1
KIT CBL RJ11 ADPTR DB25	65000-00262	5
TS-4 PORT TERMINAL SVR	04000-01751	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
<b><i>Rack &amp; Peripheral Equipment</i></b>		
REMOTE PERIPHERAL KIT	863014-00201	1
MED 1000B CHASSIS BNDL	04000-00129	2
GATEWAY RENEWAL SPT 1YR	809800 00161	2
MED 1000 FXO-LS BNDL	04000-00116	2
MED 1000 1-SPAN BNDL	04000-00152	1
SW SPT M1000 T1 MOD 1YR	04000-00191	1



**SPPD-Side A: 1301 1st Ave N, Saint Petersburg, FL**

<i>Description</i>	<i>Part No./Support SKU</i>	<i>Qty.</i>
<b>VESTA® 9-1-1</b>		
V911 R8.3 DOC/MED UPG	870899-0104R8.3U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
<b>VM Very Large Server Bundle</b>		
V-DL SVR LG-VL BNDL GEO G11	853031-DLVLS-GD3	1
BRACKET,2RU SERVER BRACKET	BR000622A01	2
<b>VESTA® 9-1-1 Features</b>		
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	57
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	57
V911 ACTIV VIEW SYS LIC	873099-00702	2
V911 ACT VIEW SW SPT 1YR	809800-35120	2
<b>Geo Diverse Add On License</b>		
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	53
VADV MLTP PER SEAT LIC	PS-0AD-VSML	4
SPT VADV 1YR	SS-0AD-VSSL-1Y	57
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	53
V911 IRR LIC/MED	873099-00502	4
V911 IRR SW SPT 1YR	809800-35110	57
<b>VESTA® 9-1-1 Admin Printer</b>		
PRNTR COLOR NTWK LASER	64040-60107	
CBL PATCH 15FT	65000-00124	
<b>ALI/CAD Output</b>		
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
DIGI CONNECT EZ 4	04000-01761	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
<b>Rack &amp; Peripheral Equipment</b>		
7FT EQUIPMENT RACK 19IN	06500-55053	1
REMOTE PERIPHERAL KIT	863014-00201-2	1
<b>Time Synchronization Equipment</b>		



SECURESYNC 2400 MASTER CLOCK	04000-24006	1
GPS/GNSS OUTDOOR ANTENNA	04000-08230	1
GPS ANTENNA POST MT KIT	04000-08231	1
GPS PVC POST MNT	04000-08236	1
GPS ANTENNA SURG PROTECTR	04000-08228	1
GND KIT FOR 8226	04000-20601	1
GPS CBL CONN	04000-67022	1
CBL GPS ANTENNA 50FT	04000-13050	1
CBL GPS ANTENNA 100FT	04000-13100	1
<b>VESTA® Analytics Hosted</b>		
V-ANLYT 3.6 MED UPGD	873399-00103.6U	1
V-ANLYT HOST LIC UPGD	873391-01002U	1
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT USER LIC UPGD	873391-00301U	3
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	53
V-ANLYT STD PER SEAT LIC	PA-MSG-ASSL	4
SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	57
<b>VESTA® Analytics Modules</b>		
V-ANLYT ADV RPT PKG LIC UPGD	873391-00901U	1
<b>VESTA® Analytics Server Equipment</b>		
SVR RACK DL380 G11 1CPU	62040-G819207	1
2-POST RELAY RACK MNT KIT	06500-00201	1
HARD DRIVE 1.2TB SAS 10K SFF (G11)	64000-20019	8
SVR NAS 8TB BASE BNDL	62033-2GB8TB01	1
SVR WIN2019 STD	04000-00446	1
SQL 2014 CAL RUN EMB LIC	04000-00319	1
SQL 2014 SVR RUN EMB LIC	04000-00346	1
PRESENTENSE TIME CLIENT 5.4	04000-00437	1
<b>VESTA® Analytics Standalone Workstation Equipment</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	1
WINDOWS 10 LTSC LIC 21H2	04000-00448	1
MNTR 27IN FP LED LCD	63000-241693	1
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
VHUD ENT SVR MEDIA R12.6.1 UPGD	870899-04102U	1
VHUD ENT SPT 1YR	809800-35310	1
<b>VESTA® 9-1-1 Heads-Up Display: Software</b>		
VHUD 1-4 SVR OUTPUTS UPG	04000-54003U	1
VHUD 1-4 SVR OPUT SPT 1YR	809800-35320	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT LIC	870809-00701	42
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	15



VHUD SUPV VIEWER LIC UPGD	04000-54008U	3
VHUD SUPV VIEWER SPT 1YR	809800-35340	3
<b><i>VESTA® 9-1-1 Heads-Up Display: Server</i></b>		
SVR RACK DL380 G11 1CPU	62040-G819207	1
2-POST RELAY RACK MNT KIT	06500-00201	1
PROCESSOR 4410Y DL380/G11	64000-30049	1
SVR WIN2019 STD	04000-00446	1
HARD DRIVE 1.2TB SAS 10K SFF (G11)	64000-20019	2
CBL PATCH 15FT	65000-00124	1
<b><i>HUD Media Player Workstation</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	2
WINDOWS 10 LTSC LIC 21H2	04000-00448	2
CBL VIDEO HDMI 15FT	04000-14582	2
CBL PATCH 15FT	65000-00124	2
ADPTR DP TO HDMI	65000-12781	2
<b><i>VESTA Admin Workstation</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	3
WINDOWS 10 LTSC LIC 21H2	04000-00448	3
MNTR 27IN FP LED LCD	63000-241693	3
<b><i>VESTA® Workstation Equipment</i></b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	57
WINDOWS 10 LTSC LIC 21H2	04000-00448	57
MNTR 27IN FP LED LCD	63000-241693	57
KEYPAD 24-KEY USB CBL 25FT	64007-50022	57
KIT CBL DP/USB 15FT EXT	65000-00197	57
V911 SAM HDWR KIT	853030-00302	57
SAM EXT SPKR KIT	853004-00401	57
HDST 4W MOD ELEC MIC BLK	02800-20501	57
HDST CORD 12FT 4W MOD BLK	03044-20000	57
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	53
V911 CDR PER SEAT LIC	873099-01102	4
M800C HA PAIR PSAP BNDL W/1YR SPT/WTY/AHR	04000-00570	1
SW SPT MED HA 800C GATEWAY 1YR	04000-00461	1
M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC	04000-00572	4
M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 1YR	04000-00571	4
MED 1000B CHASSIS BNDL	04000-00129	2
V911 M1KB FIRMWARE	870890-74901	1
CFG NTWK DEVICE	809800-00200	2
SW SPT M1000 GATEWAY 1YR	04000-00186	2
MED 1000 1-SPAN BNDL	04000-00152	3
SW SPT M1000 T1 MOD 1YR	04000-00191	3


**SPPD-Side B: 1301 1st Ave N, Saint Petersburg, FL**

<i>Description</i>	<i>Part No./Support SKU</i>	<i>Qty.</i>
<b>VESTA® 9-1-1</b>		
V911 R8.3 DOC/MED UPG	870899-0104R8.3U	1
V911 CAD INTF LIC UPGD	873099-03002U	1
<b>VM Very Large Server Bundle</b>		
V-DL SVR LG-VL BNDL GEO G11	853031-DLVLS-GD3	1
BRACKET,2RU SERVER BRACKET	BR000622A01	2
<b>VESTA® 9-1-1 Features</b>		
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	1
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
VESTA 9-1-1 SMS LIC	870891-66301	1
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	1
<b>Geo Diverse Add On License</b>		1
GEO-DIV LIC MIG SYS	BA-MGD-VSSL-M	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	1
SPT VADV 1YR	SS-0AD-VSSL-1Y	1
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	1
V911 IRR SW SPT 1YR	809800-35110	1
<b>ALI/CAD Output</b>		
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
DIGI CONNECT EZ 4	04000-01761	1
CBL RJ45-10P/DB25M 4FT	65000-00182	4
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	1
CBL SRL DB25M/DB9F 10FT	04000-01014-10	1
<b>Cabinet &amp; Peripheral Equipment</b>		
CABINET 42U 19IN	00600-20042	1
MNTR RACK KYBD KVM 19IN	63009-192803	1
FAN KIT BLK	04000-00707	1
CABINET ROOF FAN HOLE	00600-20143	1
SEISMIC BRACING KIT	04000-50033	1
NON-SRG PDU 20 AMP	04000-12851	2
<b>VESTA® Analytics Hosted</b>		
V-ANLYT SITE LIC UPGD	873391-02001U	1
SPT V-ANLYT ENT/HOST 1YR	809800-03361	1
V-ANLYT STD SEAT LIC MIG	PA-MSG-ASSL-M	1



SPT V-ANLYT STD 1YR	SA-MSG-ALSL-1Y	1
<b>VESTA® 9-1-1 Heads-Up Display</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT LIC	870809-00701	1
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	1
WINDOWS 10 LTSC LIC 21H2	04000-00448	1
MNTR 27IN FP LED LCD	63000-241693	1
KEYPAD 24-KEY USB CBL 25FT	64007-50022	1
KIT CBL DP/USB 15FT EXT	65000-00197	1
V911 SAM HDWR KIT	853030-00302	1
SAM EXT SPKR KIT	853004-00401	1
HDST 4W MOD ELEC MIC BLK	02800-20501	1
HDST CORD 12FT 4W MOD BLK	03044-20000	1
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	1
M800C HA PAIR PSAP BNDL W/1YR SPT/WTY/AHR	04000-00570	1
SW SPT MED HA 800C GATEWAY 1YR	04000-00461	1
M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC	04000-00572	4
M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 1YR	04000-00571	4
<b>Peripherals &amp; Gateways</b>		
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	3
Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.		
MP5XX RACK SHELF MOUNT KIT	06500-00016	3
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
CFG NTWK DEVICE	809800-00200	3
MED 1000B CHASSIS BNDL	04000-00129	1
V911 M1KB FIRMWARE	870890-74901	1
SW SPT M1000 GATEWAY 1YR	04000-00186	1
MED 1000 1-SPAN BNDL	04000-00152	1
SW SPT M1000 T1 MOD 1YR	04000-00191	1

#### Clearwater: 645 Pierce St, Clearwater, FL

Description	Part No.	Qty.
<b>ESInet Interface Module (EIM)</b>		
V911 LIC EIM MOD	873090-11102	15
<b>VESTA® 9-1-1 Multi-Queue Display</b>		
V911 MQD MODULE	870809-00801	1
<b>VESTA® SMS</b>		
V911 ADV DATA LVL 1 ANNUAL SUB	809810-00102	1
<b>VESTA 9-1-1 Enhanced Data Window for RapidSOS</b>		
V911 ADV DATA LVL 2 STD ANNUAL SUB	809810-00103	1



<b>VESTA® 9-1-1 CDR Module</b>		
V911 CDR SVR LIC UPGD	873099-00602U	1
V911 CDR PER SEAT LIC UPGD	873099-01102U	15
<b>VESTA® 9-1-1 Activity View</b>		
V911 ACT VIEW LIC PER ST	873099-00802	15
V911 ACTIV VIEW SYS LIC	873099-00702	1
V911 ACT VIEW SW SPT 1YR	809800-35120	1
<b>VESTA® 9-1-1 Advanced Enhanced Operations</b>		
VADV MLTP SEAT LIC NFEE	PS-0AD-VSML-M	15
SPT VADV 1YR	SS-0AD-VSSL-1Y	15
<b>VESTA® 9-1-1 IRR Module</b>		
V911 IRR LIC UPGD	873099-00502U	15
V911 IRR SW SPT 1YR	809800-35110	15
<b>VESTA® 9-1-1 Admin Printer</b>		
PRNTR COLOR NTWK LASER	64040-60107	1
CBL PATCH 15FT	65000-00124	1
<b>ALI/CAD Output</b>		
DIGI CONNECT EZ 4	04000-01761	
CBL RJ45-10P/DB25M 4FT	65000-00182	1
RS-232 2-PORT SHARING 1U 110/220VAC	04000-00220	2
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
8-PORT RS-232 DATACAST 1U 110/220VAC	04000-00219	1
CBL NULL MODEM DB25M/M 6FT	65000-03040	1
<b>VESTA® 9-1-1 Heads-Up Display</b>		
PCN VESTA-210816 Issued August 16, 2021 End of Sale Date: 12/31/2021 End of Support Date: 12/31/2026 End of Custom Support: 12/31/2028		
<b>VESTA® 9-1-1 Heads-Up Display: Template</b>		
VHUD TEMP BUILD - STD	809800-17116	1
<b>VESTA® 9-1-1 Heads-Up Display: Viewer</b>		
VHUD VIEWER PER SEAT MIG UPGD	870809-00701U	15
VHUD SUPV VIEWER LIC UPGD	04000-54008U	2
VHUD SUPV VIEWER SPT 1YR	809800-35340	2
<b>VESTA Admin Workstation</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	4
WINDOWS 10 LTSC LIC 21H2	04000-00448	4
MNTR 27IN FP LED LCD	63000-241693	4
CBL VIDEO HDMI 15FT	04000-14582	4
CBL PATCH 15FT	65000-00124	4
ADPTR DP TO HDMI	65000-12781	4
<b>HUD Media Player Workstation</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	2
WINDOWS 10 LTSC LIC 21H2	04000-00448	2
<b>VESTA® Workstation Equipment</b>		
DKTP ELITE MINI 800 G9 W/O OS	61000-409623	15



WINDOWS 10 LTSC LIC 21H2	04000-00448	15
MNTR 27IN FP LED LCD	63000-241693	15
KEYPAD 24-KEY USB CBL 25FT	64007-50022	15
KIT CBL DP/USB 15FT EXT	65000-00197	15
V911 SAM HDWR KIT	853030-00302	15
SAM EXT SPKR KIT	853004-00401	15
HDST 4W MOD ELEC MIC BLK	02800-20501	15
HDST CORD 12FT 4W MOD BLK	03044-20000	15
7FT EQUIPMENT RACK 19IN	06500-55053	1
REMOTE PERIPHERAL KIT	863014-00201-2	1
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	1
<i>Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.</i>		
MP5XX RACK SHELF MOUNT KIT	06500-00016	1
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
<b>Peripherals &amp; Gateways</b>		
MP-508 4S4O GATEWAY W/1YR AHR & SW SPT	04000-00174	3
<i>Note: (4) FXO and (4) FXS ports are included in each MP-508 gateway.</i>		
MP5XX RACK SHELF MOUNT KIT	06500-00016	3
VESTA 9-1-1 AUDIOCODES MEDIA	870890-00005	1
MED 1000B CHASSIS BNDL	04000-00129	2
V911 M1KB FIRMWARE	870890-74901	1
SW SPT M1000 GATEWAY 1YR	04000-00186	2
MED 1000 1-SPAN BNDL	04000-00152	2
SW SPT M1000 T1 MOD 1YR	04000-00191	2



## Statement of Services

*The following section is designed to outline the scope of work that Carousel will deliver to the Client for Carousel 911 Public Safety.*

### CAROUSEL PUBLIC SAFETY

Carousel Public Safety 911 solution partners with Vesta Solutions who monitors and aggregates information across the organization's entire infrastructure, inclusive of networks, applications, hardware, software, server and workstation operating systems. Carousel, working in close partnership with Vesta Solutions, provides the platform that makes this industry leading level of support possible.

## HOURS OF OPERATION

Service Operations Center	7 x 24
Support Services	7 x 24

### CAROUSEL SERVICE MATRIX

Public Safety Services	Carousel's Essential Offer
24x7 Technical Support	X
Co-Delivery Incident Management (Tier 1-4)	X
Problem Management	X
On-Site Dispatch Technician	X
Reporting with Quarterly Business Review	X
Service Performance Review	X
Service Delivery Manager	X
Carrier Agency	X
Root Cause Analysis	X
24x7 Vesta Solutions Monitoring and Response	X
Parts Replacement	X



Vesta Solutions Software Support	X
Vesta Solutions Anti-Virus	X
Vesta Solutions Microsoft Patch Management	X

## Monitoring

Vesta Solutions and Carousel will provide 24x7 remote monitoring of the Customer Infrastructure and Services as defined by the SSA. (Excluding scheduled maintenance windows determined between Carousel and the Customer). Equipment to be monitored is specific to each customer on the Carousel SSA.

24x7 Solution Monitoring Service
Typical components monitored: (Will be defined on the SSA Exhibit B)
<b>HP Servers and Workstations and associated software.</b>
<b>Network Switches (CISCO and HP)</b>
<b>AudioCodes Media Gateways and associated modules</b>
<b>Adjunct IP devices included within the Motorola Solution</b>
Notifications are received in Carousel's NOC via Vesta Solutions Managed Services Group
Carousel alerts the customer based on severity and begins remediation either remote or onsite

## Service Desk /Help Line

Carousel's Help Line provides answers to general connectivity, usability or software application-specific questions from authorized client points of contact. The help line will provide troubleshooting for end user network connectivity issues, advice on best practices, provide or clarify service or manufacturer documentation, and enhance client understanding of the use, features and programming of Carousel supported products.

Service Desk	Carousel
Provide 24x7 Help Desk access for designated Client IT POC's	X
Provide and record all incoming Help Desk requests into Carousel's Help Desk System;	X
Perform Level 1 support, initial problem determination for Client' POC as necessary.	X
Provide Help Desk Call management and escalation management to Level 2 & 3 support as necessary	X



Communicate problem status or resolution to the Client POC as appropriate;	X
Referring/Redirecting Out of Scope calls to designated Third Party Support Group, or SME if required;	X

## Software Support

“**Software**” is defined as computer program instructions that facilitate functionality within hardware. There are three main types of software. System software (operating systems, i.e. Windows XP) controls the working of the computer. Ancillary software includes database applications, back up products, and other third party software. SQL Server and Backup Exec are considered ancillary software. Application software is designed to perform specific tasks. VESTA®, Sentinel®, Aurora® and ORION™ are examples of application software.

Vesta Solutions Support	Carousel	Vesta Solutions
Performed as needed based on Vesta Solutions release schedule of pre-approved patches.		X
Coordinated and scheduled by Carousel SDM (possibly be service affecting)	X	
Covers Dot releases, hotfixes and patches		X
Must have current Software Support Agreement in place with Vesta Solutions.		X
Performed Onsite when needed	X	

### I. SOFTWARE UPDATES

Vesta Solutions provides notification of the availability of new software updates to the Carousel via a Product Change Notice (PCN) which provides the specifics of the update and the availability.

Upon notification, the Carousel is to review the PCN and determine how it applies to each of its sites. Once Carousel determines the PCN applies to its sites, it is the responsibility of the Carousel to implement.

### II. OPERATING SYSTEM SECURITY PATCHES

Vesta Solutions receives monthly notifications from Microsoft as it pertains to Operating Systems (OS) and application security patches. Vesta Solutions reviews the notifications and determines if any apply to the specific OS and applications used by Vesta Solutions.

Where it is determined that a Microsoft Security Patch applies to an Vesta Solutions product, Vesta Solutions will test the patch against the Vesta Solutions product lines. Upon successful completion of the testing, Vesta Solutions will provide the Carousel with a Technical Services Bulletin (TSB) identifying that the security patch has been tested and recommends the deployment.

It is the Carousel’s responsibility to review the TSB, determine the applicability based on its sites, and download and deploy the security patches. If Carousel purchases Vesta Solutions Patch Management Service, Vesta Solutions Managed Services Team will coordinate the update with the Carousels technical team.

## Patch Management



This service provides remote, schedulable delivery of critical (Vesta Solutions tested) Microsoft Security patches to monitored computers eliminating sneaker-net delivery of critical security patches. Installation of critical security patches is a crucial part of securing a PSAP against today's threats. Requires Reboot of systems.

Patch Management 8X5	Carousel	Vesta Solutions
Microsoft Patch Management is performed on an as needed basis on Vesta Solutions release schedule of pre-approved Microsoft patches.		X
Coordinated by Carousel (Scheduled based on customer needs during regular 8am-5pm)	X	
Delivered remotely by Vesta Solutions with Carousel onsite support	X	X
Performed onsite (Reboot Required)	X	

### Virus Protection

This service provides remote, schedulable delivery of critical (Vesta Solutions tested) anti-virus definition updates to monitored computers eliminating cumbersome and costly manual delivery of updates and significantly assisting in the reduction (although the risk of infection can never be completely eliminated—such is the nature of a reactionary measure like anti-virus software) of virus infections. Anti-virus software and the maintenance thereof is a crucial part of securing today's PSAP.

Virus Protection	Carousel	Vesta Solutions
Anti-virus Software Updates		X
Coordinated by Carousel	X	

Carrier Agency	Carousel
Carousel Carrier Agency includes the following activities:	
Open a trouble service request with the designated carrier(s).	X
Coordination, on customer's behalf, of trouble tickets, trouble referral, and case management for carrier network issues.	X
Continue to case manage the trouble and provide status updates to the Customer, to resolution.	X
<b>NOTE: Client must provide a Letter of Agency, Circuit ID's, and Vendor #'s by Location, as required.</b> <b>NOTE: Vendor Agency does NOT include Provisioning of new services</b>	



## Reporting

Customers are provided with historical service related tickets. Information is delivered in the form of reports and quarterly briefings.

Reporting Service		Carousel	Vesta Solutions
Carousel will provide the following quarterly reports:			
Trouble tickets classified by severity		X	
Trouble tickets by location		X	
Resolution time by severity		X	

## Carousel Service Delivery Manager

Carousel will assign an Service Delivery Manager to monitor overall, the Customer's service operations, and is responsible for the following:

Serve as "Service Interface" between Carousel personnel and the Customer

Work with the Customer's point of contact to develop and implement Policies, Procedures and Standards

Schedule and facilitate monthly meetings, status updates, Change Management, review monthly or quarterly reports, and monitor the Customer's SLAs

Execute changes in the Schedules

SPOC for problem escalation and resolution

## Hardware Support

If replacement equipment is needed, the remote engineer and/or on site technician will relay the information to the appropriate Service Representative to coordinate next steps. The replacement process is dependent upon the customer's support agreement with Carousel. \* Manufacturer maintenance services including but not limited to extended warranty, Advanced Exchange, or expedited replacement are coordinated by Carousel.

Warranty parts replacement subject to manufacturer's policies and programs.

Onsite replacement for failed equipment provided where entitled and is coordinated with the fulfillment of replacement equipment. If onsite support entitlement is not in place it can be provided upon request subject to billable T&M costs.



## SERVICE LEVEL AGREEMENTS

### Definitions

**Response Time:** Response Time is measured from the time the customer contacts the Carousel Services Center to report an incident, to the time the technician/engineer begins diagnostics. Carousel will attempt to clear all failures remotely before dispatching a technician to the Customer's premises, if required.

#### **P1: A critical issue - Priority is set as a One (1). The definition is a widespread system or application failure.**

- The customer is experiencing a loss of service impacting greater than 25% of the users at a given site, multiple sites, enterprise, or of a given functional area. (Ex. 25% of the Call Center agents are impacted)
- The incident results in extremely serious interruptions to the production system. Tasks that should be executed immediately cannot be executed due to a complete outage of the system or interruptions in main functions of the production system.
- The entire user community is or could be negatively affected.
- Tasks that should be executed immediately cannot be executed due to a complete outage.
- Data Integrity may be compromised and the service request requires immediate processing as the issue can result in financial losses.
- Service problem during critical periods (ex. End of month processing, payroll processing)
- Security violations (ex. Denial of service, widespread virus, etc.)

**Response time** for a critical event is: **15 minutes**

**Tech Onsite: Within 4 hours**

#### **P2: A major issue - Priority is set as Two (2). The definition is the majority of system /application is in failure**

- Loss of service to less than 25% of the users at a given site, multiple sites, enterprise, or of a given functional area (Ex. Less than 25% of Call Center agents impacted.)
- There is a negative impact to project installation activities, urgent deadlines or the incident puts the system at risk. In production system, important tasks cannot be performed, yet the error does not impair essential operations. Processing can continue in a restricted manner, yet data integrity may be at risk. The service requests require timely processing due to the malfunction may cause serious interruptions to critical processes or negatively impact business.
- System or application is degraded or performing unreliably and is affecting customer's ability to perform normal business functions.
- Key services or employees are affected. (Ex. Attendant console, system administration access, security violations.)
- Service order has been downgraded from a critical due to a temporary fix put in place until permanent resolution is conducted during customer's change control process.

**Response time** for a major event is: **30 minutes**

**Tech Onsite: Within 8 hours**

#### **P3: A minor issue – priority is set to Three (3). The definition is customer is experiencing a partial system or application interruption**

- Customer and operational impact is low

**Response time** for a minor event is: **8 hours**

**Tech Onsite: Next business day**

\*\*\*Includes temporary solution, some or all restoration.

**P4 ; For standard requests, priority is set to Four (4). The request is not service impacting yet a potential system/ application failure could occur if not resolved.**

- An incident affects a single end-user and does not impact or disrupt the end-user's daily tasks
- An incident that has minimal impact on normal business processes and may be handled on a scheduled basis, such as end-user requests requiring system enhancement, or peripheral problems, such as network printer issues.
- The issue consists of "how to" questions or end user requests including issues related to operational awareness, installation and configuration inquiries, enhancement requests, or documentation questions.

**Response time:** based on request

**Tech Onsite: based on request**



**Break / Fix Prioritization**

Rank and SLA/SLO	P1 (Critical)	P2 (Major)	P3 (Minor)	P4 (Standard)
<b>Response/ Acknowledge</b>	< 15 minutes	< 30 minutes	8 hours	based on request
<b>Tech Onsite</b>	0-4 hours	8 hours	Next business day	based on request
<b>Escalation Threshold</b>	1 hours	2 hours	48 hours	As needed
<b>Communication Objective</b>	Hourly	4 hours	Daily	As needed

**Equal Opportunity Clause**

*This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.*

Customer signature below indicates customer has read and agrees to all terms within this agreement.		<b>Total Monthly Payment Due: \$16,790.52</b> <i>(Total Contract Commitment: \$1,007,430.17)</i>	
By: (Authorized Signature)		Business Partner CAROUSEL INDUSTRIES OF NORTH AMERICA ATTN: Service Contracts Dept.	
Printed Name	On: (Date)	Accepted By: 1109	Voice: (800) 401-0760 ext.
Customer Bill To (if different than primary covered location)		Typed Name	On: (Date) Fax: (401) 667-5492
ATTN:		Address 659 South County Trail	
Address		City Exeter	
City, State, Zip		State Zip RI 02822	

## Appendix A

### Q-190763

**Generated Date:** 06/12/2025  
**Expiration Date:** 08/31/2025  
**Account Name:** Pinellas County, FL - 911 Host A - HQ  
**Opportunity Name:** Vesta Maintenance  
**Opportunity Number:** OP-100888  
**Contract Number:** CI\_\*BID

#### Client Contact Information

**Primary Contact:** Alex Meloy  
**Contact Title:** Lead Procurement Analyst  
**Contact Phone:** (727) 464-3147  
**Contact Email:** almeloy@pinellas.gov

#### NWN Contact Information

**Primary Contact:** Laura Pringle  
**Contact Title:** Account Executive  
**Contact Phone:** 813-864-8802  
**Contact Email:** lpringle@nwncarousel.com

#### BILL TO

Pinellas County, FL - 911 Host A - HQ  
 10750 Ulmerton Rd Bldg 1 Ste 343  
 Largo, FL 33778-1703

#### SHIP TO

Pinellas County, FL - 911 Host A - HQ  
 10750 Ulmerton Rd Bldg 1 Ste 343  
 Largo, FL 33778-1703

## Services

PSC-Side A- Subscription Term: 60					
Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
1.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
2.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	8	\$141.89	\$68,109.28
3.	SEC-EMPO-FWMP-BSE	Firewall Management Platform, EMP Operate	2	\$263.24	\$31,588.58
4.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$6,976.35	\$418,580.82
5.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$566,894.58

PSC-Side B (@ERB-SPPD)- Subscription Term: 60					
Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
6.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	1	\$263.24	\$15,794.29
7.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
8.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$0.00	\$0.00
9.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$49,848.93

Largo- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
10.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
11.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$945.95	\$56,756.86
12.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$90,811.50

Tarpon Springs- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
13.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
14.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$236.49	\$14,189.16
15.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$48,243.80

SPPD-Side A- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
16.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
17.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	8	\$141.89	\$68,109.28
18.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$6,739.86	\$404,391.49
19.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$521,116.67

SPPD-Side B- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
20.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
21.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	4	\$141.89	\$34,054.64
22.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$118.24	\$7,094.34
23.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$89,764.88

Clearwater- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
24.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
25.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$1,773.63	\$106,417.50
26.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$140,472.14

Staffing/Best Practice Assessment - Year 1- Subscription Term: 12 Term Dates: 1/1/2026 – 12/31/2026					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
27.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,094.13	\$229,129.56
28.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$235,535.96

Staffing/Best Practice Assessment - Year 2- Subscription Term: 12 Term Dates: 1/1/2027 – 12/31/2027					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
29.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,457.07	\$233,484.84
30.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$239,891.24

Staffing/Best Practice Assessment - Year 3- Subscription Term: 12 Term Dates: 1/1/2028 – 12/31/2028					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
31.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,830.91	\$237,970.92
32.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$244,377.32

Staffing/Best Practice Assessment - Year 4- Subscription Term: 12 Term Dates: 1/1/2029 – 12/31/2029					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
33.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$20,215.96	\$242,591.52
34.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$248,997.92

Staffing/Best Practice Assessment - Year 5- Subscription Term: 12 Term Dates: 1/1/2030 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
35.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$20,612.56	\$247,350.72
36.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$253,757.12

*\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order.*

Financial Summary	
ITEM	TOTAL
Quote Sub-Total:	\$2,729,712.06
Annual Recurring Total Y1:	\$536,966.39
Annual Recurring Total Y2:	\$541,321.67
Annual Recurring Total Y3:	\$545,807.75
Annual Recurring Total Y4:	\$550,428.35
Annual Recurring Total Y5:	\$555,187.55

Billing and Payment Terms	
ITEM	TERM
Billing Terms:	Recurring - Monthly
Payment Terms:	Net 45 Days
Term Dates:	01/01/2026 – 12/31/2030
Payment Schedule:	100% on Completion



## Q-196533

**Generated Date:** 06/17/2025  
**Expiration Date:** 08/16/2025  
**Account Name:** Pinellas County, FL - 911 Host A - HQ  
**Opportunity Name:** Vesta Maintenance  
**Opportunity Number:** OP-100888  
**Contract Number:** CI\_\*BID

### Client Contact Information

**Primary Contact:** Alex Meloy  
**Contact Title:** Lead Procurement Analyst  
**Contact Phone:** (727) 464-3147  
**Contact Email:** almeloy@pinellas.gov

### NWN Contact Information

**Primary Contact:** Laura Pringle  
**Contact Title:** Account Executive  
**Contact Phone:** 813-864-8802  
**Contact Email:** lpringle@nwncarousel.com

### BILL TO

Pinellas County, FL - 911 Host A - HQ  
 10750 Ulmerton Rd Bldg 1 Ste 343  
 Largo, FL 33778-1703

### SHIP TO

Pinellas County, FL - 911 Host A - HQ  
 10750 Ulmerton Rd Bldg 1 Ste 343  
 Largo, FL 33778-1703

## Services

MDR+ Setup Fees – PSC Only					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
1.	UC-3PN-CUST	Motorola System SetUp and Integration MDR+-PSC Side A, PSC Side B, Largo	1	\$21,510.66	\$21,510.66
Penetration Testing – PSC and St Pete (billed annually)					
2.	UC-3PN-CUST	Motorola Penetration Testing – Year 1	1	\$97,194.66	\$97,194.66
3.	UC-3PN-CUST	Motorola Penetration Testing – Year 2	1	\$101,082.45	\$101,082.45
4.	UC-3PN-CUST	Motorola Penetration Testing – Year 3	1	\$105,121.33	\$105,121.33
5.	UC-3PN-CUST	Motorola Penetration Testing – Year 4	1	\$109,330.66	\$109,330.66
6.	UC-3PN-CUST	Motorola Penetration Testing – Year 5	1	\$113,704.00	\$113,704.00
7.	UC-PRO-PM-S	Hourly PS Engagement - Project Manager	20	\$130.66	\$2,613.20
				Total:	\$550,556.96

\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order.

Financial Summary	
ITEM	TOTAL
Quote Sub-Total:	\$550,556.96
One-Time Ext. Total:	\$550,556.96

Billing and Payment Terms	
ITEM	TERM
Payment Terms:	Net 45 Days
Payment Schedule:	100% HW/SW/Support Due Net Terms From Signed Contract



DEDICATED RESOURCE SERVICE AGREEMENT					
<b>Customer Name:</b>	Pinellas County, FL	<b>Estimated Contract Start Date:</b>	01/01/2026	<b>Estimated Contract End Date:</b>	12/31/2030
<b>Street Address:</b>	10750 Ulmerton Rd, Bldg 1 Ste 343	<b>Contract Staffing Term (in months):</b>	60	<b>Created Date:</b>	06/13/2025
<b>City, State, Zip:</b>	Largo, FL 33778	<b>Customer Contact:</b>	David Hare	<b>Created By:</b>	Bonnie Craig
<b>SLX Opportunity #:</b>	OP-100888	<b>Telephone No:</b>	847-393-6116	<b>AE:</b>	Laura Pringle
		<b>Email:</b>	dhare@pinellas.gov		

The above referenced Customer requests the services of a Dedicated Resource and Carousel Industries of America, LLC agrees to provide such Dedicated Resource(s) as described in **Section 1**, in exchange for the fees listed in **Section 3**, and in accordance with the terms and conditions set forth in this agreement.

**NOW, THEREFORE**, the parties agree as follows:

### 1. Scope of Services

Carousel shall provide the Dedicated Resource(s) to Customer at rate listed in Section 3.

- Number of Resources: 1
- Support Location(s): Largo, FL
- Resource Type(s): E911 Vesta
- Overview of Duties/Responsibilities: Motorola Vesta Support throughout Pinellas County E911 System. Work directed by on site leadership.

### 2. Terms of Agreement

This Agreement shall remain in effect for the period identified in the "Contract Staffing Term" listed above. The contract start date begins once a qualified candidate is selected and a start date is agreed upon between all parties. Resource recruiting efforts will begin once this agreement is signed by both parties and a purchase order is issued by the customer. Contracts scheduled to end outside of a full month billing cycle will be prorated accordingly. This agreement may be extended for no more than (60) days before an updated Dedicated Resource Agreement must be signed.

### 3. Dedicated Resource(s) provided and related Fees

#### Year 1

Rate <sup>1,2,3,4</sup>	Description
\$ 19,094.13	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 165.24	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 220.32	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.



## Year 2

Rate <sup>1,2,3,4</sup>	Description
\$ 19,457.07	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 168.38	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 224.50	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 3

Rate <sup>1,2,3,4</sup>	Description
\$ 19,830.91	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 171.62	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 228.82	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 4

Rate <sup>1,2,3,4</sup>	Description
\$ 20,215.96	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 174.95	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 233.26	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

## Year 5

Rate <sup>1,2,3,4</sup>	Description
\$ 20,612.56	Flat monthly bill rate based on 40-hour work week and 49-week support year, 8 hours per day Monday – Friday excluding Customer holidays and/or closures, unless otherwise specified in Section 1, Scope of Services.
\$ 178.38	Hourly rate for overtime. Overtime is defined as time worked in excess of 40-hours in a given week. All overtime must be pre-approved by the customer.
\$ 237.84	Hourly rate for work conducted on Customer observed holidays and Sundays. Work on Sundays or Holidays must be pre-approved by customer.

<sup>1</sup> Overtime for work conducted outside normal business hours will be calculated presuming a forty (40) hour work week and pursuant to the appropriate labor laws. If work outside of agreed support hours is required, Customer reserves the right to modify the Dedicated Resource's schedule to avoid overtime charges, excluding work on Sundays and Holidays. Overtime charges will be invoiced separately from the monthly Dedicated Resource Agreement invoice.

<sup>2</sup> Contract terms scheduled to end outside of a full month billing cycle will be prorated accordingly based upon listed flat monthly rate.



**During the period of this agreement:**

- Should the customer request additional support not provided by the contracted Dedicated Resource, Carousel will offer services at the appropriate Time and Materials rate.
- Should the Customer upgrade and/or replace their technology and thus require a Dedicated Resource with a different skill set, the rates outlined in this agreement may be subject to change.
- Changes to the Customer requested Dedicated Resources in terms of quantities and/or skill set may be made through a mutually agreeable amendment to this agreement and rates will be subject to change.

If there is no dispute about the work performed, Customer shall promptly review and approve Carousel invoices for services and make payment within forty-five days of invoice date.

**4. Working Arrangements**

- a) Supervision: The Customer shall be responsible for the day to day oversight and issuance of work tasks/activities of the Dedicated Resource(s) provided under this agreement.
- b) Dedicated Resource's Work Area: Customer has sole responsibility for identifying Dedicated Resource's work area. A safe and workable environment shall be provided. Customer shall restrict this area, as Customer deems necessary.
- c) Access: It is the Customer's responsibility to ensure Carousel is aware of all facility access guidelines and procedures for both regular and non-regular business hours (nights, weekend, holidays, etc.) and Carousel's responsibility to ensure the Dedicated Resource(s) are aware of and comply with any such procedures.
- d) Remote System Access: The customer must ensure that all necessary resources have suitable remote access to the systems needed to carry out all essential tasks successfully.
- e) Refuse Entry: Customer reserves the right to refuse an employee of Carousel's entry to facilities. Upon Customer's request, Carousel shall remove any of its employees from such facilities.
- f) Safety: The Dedicated Resources(s) must comply with all Customer location safety and security requirements. Carousel will immediately report any accidents involving the Dedicated Resource to the Customer in writing. For personal health issues, Carousel employees shall contact their own physician, or contact Carousel's management or HR for advice.
- g) Planned time away from work: The service provider shall not be obligated to provide any backfill or replacement for the dedicated resources in case of absence due to planned time away from work or sickness, unless otherwise agreed by the parties in writing.

**5. Employment Status**

Nothing herein shall be construed to create an employer-employee relationship between the Customer and the Dedicated Resource.

**6. Qualifications**

Carousel represents and warrants that the Dedicated Resource possesses the requisite experience and expertise to perform this obligation hereunder in accordance with the highest professional standards. In the event the Dedicated Resource is terminated or resigns during the contract term, Carousel will provide an alternate Dedicated Resource that both parties agree upon. The Customer will not be billed during the period of time needed to recruit and hire a replacement resource.

**7. Non- Solicitation**

If the County prepares or commences activities constituting the same or substantially similar services to the Services provided in this Agreement, the County may not directly solicit employees of Contractor ("Employee") at any time prior to one year following the expiration or termination of this Agreement. Notwithstanding the foregoing, County will not be prohibited from hiring any Employee through any general solicitation for employment.



**14. Notices**

All notices, demands and other communications required or permitted hereunder or in connection herewith shall be in writing and shall be deemed to have been duly given and delivered (including by receipt verified facsimile transmission) or mailed in the Continental United States by first class mail, postage prepaid, to a party at the following address, or to such other address as such party may hereafter specify by notice:

Carousel Industries of North America, LLC  
Attn: Legal  
659 South County Trail  
Exeter, RI 02822

**If Customer: Pinellas County, FL**

Attn: David Hare  
Address: 10750 Ulmerton Rd, Bldg 1 Ste  
343, Largo, FL 33778

**15. No Waiver**

Neither the failure nor delay by either party to exercise any right, remedy, power or privilege under the Agreement shall operate or be construed as a waiver thereof, nor shall any single or partial exercise of any right, remedy, power or privilege, nor shall any waiver with respect to any occurrence be construed as a waiver with respect to any other occurrence. No waiver of any right, remedy, power or privilege under this Agreement will be effective unless in writing signed by the party to be charged thereby.

**Equal Opportunity Clause**

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals on the basis of protected veteran status or disability, and require affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans and individuals with disabilities.



	<b>Total Monthly Payment Due Year 1: \$ 19,094.13</b> <b>Total Monthly Payment Due Year 2: \$ 19,457.07</b> <b>Total Monthly Payment Due Year 3: \$ 19,830.91</b> <b>Total Monthly Payment Due Year 4: \$ 20,215.96</b> <b>Total Monthly Payment Due Year 5: \$ 20,612.56</b>  <i>(Total Contract Commitment: \$1,190,527.56)</i>
	Business Partner CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC ATTN: Service Contracts Dept.
	Accepted By: _____ Voice: _____ (800) 401-0760 ext. 1109
	Printed Name _____ On: (Date) _____ Fax: _____ (401) 667-5492
	Address 659 South County Trail
	City Exeter
	State      Zip RI      02822
<b>REMIT TO:</b> CAROUSEL INDUSTRIES OF NORTH AMERICA, LLC 659 S. County Trail Exeter, Rhode Island 02822	

*Please forward the executed agreement electronically to your Carousel Industries Account Executive*



Support Service Agreement – ESSENTIAL

Equipment Location Address:				Page 1 of 21	
Customer Name:	Pinellas County, FL	Contract Start Date:	01/01/2026	Install Date:	
Street Address:	Multi-site as listed below	Customer Contact:	Alex Meloy	Created Date:	06/16/2025
City, State, Zip:		Telephone No:		Created By:	Bonnie Craig
Active MSSA on file?	Yes	Email:	AlMeloy@pinellas.gov	AE:	Laura Pringle
SF Opportunity #:	OP-100888				

NOTE: Service Agreement and Pricing expires, unless signed within 60 days from Created Date listed above.

Customer requests services for the following products and locations as described in EXHIBITS A and B. Provided there is no **Master Sales and Service Agreement (MSSA)** in effect between the parties, this service agreement shall be subject to the terms and conditions of the Agreement. If there is a MSSA in effect between the parties, this service agreement shall be subject to the terms and conditions of that MSSA.

**NOTE:** ORIGINAL EQUIPMENT MANUFACTUTURER (OEM) SUPPORT, AT A MINIMUM, MUST BE IN PLACE FOR ACCESS TO ANY MANUFACTURER-PROVIDED SOFTWARE UPDATES, PATCHES OR SERVICES. UPON RECEIPT OF SIGNED AGREEMENT, OEM SUPPORT MAY TAKE UP TO THIRTY (30) DAYS TO ESTABLISH WITH THE MANUFACTURER.

EXHIBIT A – ESSENTIAL Coverage Option Purchased

Coverage Option: Remote + Onsite + Co-Delivery + Agency - 24x7

Qty	Service Description	Term Months	Coverage	Payment Type		Price
1	Carousel Tier 1+2 Remote Support	60	24x7x365	M		
1	Carousel 4-Hour Onsite Support	60	24x7x365	M		
1	Carousel Co Delivery – Vesta Solutions	60	24x7x365	M		
1	Telco Agency	60	24x7x365	M		
1	Motorola Software Support	60	24x7x365	M		
1	Motorola Monitoring and Response	60	24x7x365	M		
1	Motorola Patch Management and Antivirus	60	24x7x365	M		
					Monthly Payment:	\$ 16,790.52

Number of positions: 142

Note: Pricing above is for Carousel Support only. Motorola software support will invoice separately.

EXHIBIT F

Quote # Q-196422

Account Name: Pinellas County, FL - 911 Host A - HQ  
Opp Name RENEWAL: MOTOROLA FY26:  
Contract # CI \*No Contract Required  
Opportunity Number: OP-132196  
Generated Date: June 16, 2025  
Expiration Date: 8/15/2025



Client Contact Information

Primary Contact: Dawn Shontz  
Contact Title: Chuck's Assistant  
Phone: 7274643835  
Email: dshontz@pinellascounty.org

NWN Contact Information

Primary Contact: Laura Pringle  
Contact Title: Account Executive  
Email: lpringle@nwncarousel.com  
Phone: 813-864-8802

BILL TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Billing Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Billing City: Largo  
Billing State: FL  
Post Code: 33778-1703

SHIP TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Shipping Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Shipping City: Largo  
Shipping State: FL  
Post Code: 33778-1703

#	Product Number	Description	Qty	Location	Service Start Date	Service End Date	Unit Price	Ext. Price
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
2	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
3	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
4	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
5	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
6	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66
7	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66

8	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
9	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
10	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
11	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$5,201.89	\$31,211.34
12	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	58	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$9,119.92
13	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	73	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$11,478.52
14	809800-35310	VHUD ENT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$2,707.20	\$2,707.20
15	809800-35320	VHUD 1-4 SVR OPUT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,519.44	\$3,038.88
16	809800-35345	VHUD DATA ACCESS LIC SPT 1YR VESTA 9- 1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$672.83	\$4,036.98
17	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$311.46	\$1,868.76
18	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$10,395.14	\$966,748.02

19	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,477.64	\$137,420.52
20	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$921.73	\$2,765.19
21	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$1,148.57	\$2,297.14
22	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	4	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$2,357.44	\$9,429.76
23	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$2,231.67	\$2,231.67
24	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$966.53	\$89,887.29
25	809800-03395	SPT V-ANLYT DB-5P 5YR SPT V-ANLYT DB- 5P 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$5,201.89	\$5,201.89
26	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$10,520.91	\$31,562.73
27	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	92	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$4,243.40	\$390,392.80
28	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	25	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$2,828.93	\$70,723.25
29	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$11,461.71	\$34,385.13

30	809800-16199	SPT DIS RCV SVR THRU YRS SPT DIS RCV SVR THRU YRS	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$4,620.13	\$13,860.39
31	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$9,254.86	\$9,254.86
32	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$142.86	\$142.86
33	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$362.29	\$724.58
34	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$1,818.57	\$1,818.57
35	62035-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$2,085.71	\$2,085.71
36	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$357.14	\$357.14
37	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$78.57	\$78.57
38	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$20.00	\$20.00
39	870891-56403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$112.86	\$112.86
40	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2031	\$2,828.93	\$2,828.93

41	870691-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$702.86	\$702.86
42	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$10,520.91	\$10,520.91
43	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$60,714.29	\$60,714.29
44	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$60,714.29	\$60,714.29
45	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$60,714.29	\$60,714.29
46	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$60,714.29	\$60,714.29
47	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$60,714.29	\$60,714.29
48	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$65,571.12
49	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$65,571.12
50	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$65,571.12
51	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$65,571.12

52	<a href="#">SSV06S03501A</a>	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	<a href="#">11/1/2026</a>	<a href="#">12/31/2031</a>	<a href="#">\$910.71</a>	<a href="#">\$65,571.12</a>
53	809800-17007	FIELD ENG-STANDARD FIELD ENG-STANDARD	80	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	11/1/2026	12/31/2031	\$142.86	\$11,428.80
54	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
55	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
56	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
57	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
58	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
59	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$1,146.57	\$2,297.14
60	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$2,357.44	\$4,714.88
61	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$10,520.91	\$10,520.91
62	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2031	\$4,243.40	\$4,243.40

63	809800-16347	M&R IP DEVICE SRVC SVR M&R IP DEVICE SRVC SVR	10	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$2,828.93	\$28,289.30
64	04000-47078	DIS RCVR SUB LIC SVR DIS RCVR SUB LIC SVR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$11,461.71	\$11,461.71
65	809800-16199	SPT DIS RCVR SVR THRU YRS SPT DIS RCVR SVR THRU YRS	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$4,620.13	\$4,620.13
66	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$9,254.86	\$9,254.86
67	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$142.86	\$142.86
68	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$362.29	\$724.58
69	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$1,818.57	\$1,818.57
70	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$2,085.71	\$2,085.71
71	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$357.14	\$357.14
72	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$78.57	\$78.57
73	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$20.00	\$20.00

74	870891-56403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$112.86	\$112.86
75	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$2,828.93	\$2,828.93
76	870891-56401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$702.86	\$702.86
77	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$10,520.91	\$10,520.91
78	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$910.71	\$910.71
79	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$910.71	\$910.71
80	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$910.71	\$910.71
81	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$910.71	\$910.71
82	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	11/1/2026	12/31/2031	\$910.71	\$910.71
83	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
84	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$0.00	\$0.00

85	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
86	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
87	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
88	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
89	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
90	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
91	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
92	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
93	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	2	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$5,201.89	\$10,403.78
94	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUI CUSTOM EXT SPT - 1ST YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$1,257.92
95	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUI CUSTOM EXT SPT - 2nd YEAR	10	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$1,572.40

96	809800-35315	VHUD SGL SVR OPUT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SGL SVR OPUT SPT 1YR	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$907.20	\$907.20
97	809800-35345	VHUD DATA ACCESS LIC SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$672.83	\$672.83
98	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$10,355.14	\$83,161.12
99	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,477.64	\$11,821.12
100	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$1,148.57	\$2,297.14
101	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$2,357.44	\$4,714.88
102	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$2,231.67	\$2,231.67
103	SA-MSC-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$966.53	\$7,732.24
104	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$4,243.40	\$33,947.20
105	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	5	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$2,828.93	\$14,144.65
106	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$7,285.68

107	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$7,285.68
108	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$7,285.68
109	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$7,285.68
110	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$7,285.68
111	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
112	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
113	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
114	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
115	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
116	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66
117	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66

118	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
119	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
120	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
121	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$5,201.89	\$5,201.89
122	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$10,395.14	\$31,185.42
123	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$1,477.64	\$4,432.92
124	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$1,148.57	\$2,297.14
125	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$2,357.44	\$2,357.44
126	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$2,231.67	\$2,231.67
127	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$966.53	\$2,899.59
128	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$4,243.40	\$12,730.20

129	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	4	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$2,828.93	\$11,315.72
130	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$910.71	\$2,732.13
131	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$910.71	\$2,732.13
132	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$910.71	\$2,732.13
133	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$910.71	\$2,732.13
134	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	11/1/2026	12/31/2031	\$910.71	\$2,732.13
135	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
136	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
137	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
138	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$0.00	\$0.00
139	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$0.00	\$0.00

140	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
141	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
142	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
143	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
144	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
145	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$5,201.89	\$10,403.78
146	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	26	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$157.24	\$4,088.24
147	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	33	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$157.24	\$5,188.92
148	809800-35310	VHUD ENT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$2,707.20	\$2,707.20
149	809800-35320	VHUD 1-4 SVR OPUT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,519.44	\$1,519.44
150	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$311.46	\$934.38

151	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$10,395.14	\$592,522.98
152	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,477.64	\$84,225.48
153	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$921.73	\$1,843.46
154	04000-00465	SW SPT MED HA 800C GATEWAY 5YR SW SPT MED HA 800C GATEWAY 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$5,285.71	\$5,285.71
155	04000-00575	M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR	4	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,264.00	\$5,056.00
156	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$1,148.57	\$2,297.14
157	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$2,357.44	\$7,072.32
158	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$2,231.67	\$2,231.67
159	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$966.53	\$55,092.21
160	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$10,520.91	\$31,562.73
161	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	64	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$4,243.40	\$271,577.60

162	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	23	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	11/1/2026	12/31/2031	\$2,828.93	\$65,065.39
163	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC SVR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$11,461.71	\$34,385.13
164	809800-16199	SPT DIS RCV SVR THRU YRS SPT DIS RCV SVR THRU YRS	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$4,620.13	\$13,860.39
165	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$9,254.86	\$9,254.86
166	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$142.86	\$142.86
167	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$362.29	\$724.58
168	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$1,818.57	\$1,818.57
169	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$2,085.71	\$2,085.71
170	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$357.14	\$357.14
171	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$78.57	\$78.57
172	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$20.00	\$20.00

173	870691-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$112.86	\$112.86
174	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$2,828.93	\$2,828.93
175	870691-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$702.86	\$702.86
176	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$10,520.91	\$10,520.91
177	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$60,714.29	\$60,714.29
178	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$60,714.29	\$60,714.29
179	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$60,714.29	\$60,714.29
180	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$60,714.29	\$60,714.29
181	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$60,714.29	\$60,714.29
182	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$910.71	\$40,071.24
183	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$910.71	\$40,071.24

184	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$910.71	\$40,071.24
185	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$910.71	\$40,071.24
186	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2031	\$910.71	\$40,071.24
187	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
188	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
189	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
190	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
191	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
192	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66
193	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66
194	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66

195	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
196	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
197	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$5,201.89	\$5,201.89
198	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$314.48
199	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	3	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$157.24	\$471.72
200	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$311.46	\$311.46
201	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$10,395.14	\$10,395.14
202	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,477.64	\$1,477.64
203	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$921.73	\$1,843.46
204	04000-00465	SW SPT MED HA 800C GATEWAY 5YR SW SPT MED HA 800C GATEWAY 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$5,285.71	\$5,285.71
205	04000-00575	M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR	4	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,264.00	\$5,056.00

206	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,148.57	\$1,148.57
207	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$2,357.44	\$2,357.44
208	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$2,231.67	\$2,231.67
209	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$966.53	\$966.53
210	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$10,520.91	\$10,520.91
211	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$4,243.40	\$8,486.80
212	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	15	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$2,828.93	\$42,433.95
213	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$11,461.71	\$11,461.71
214	809800-16199	SPT DIS RCV SVR THRU YRS SPT DIS RCV SVR THRU YRS	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$4,620.13	\$4,620.13
215	62040-G619207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$9,254.86	\$9,254.86
216	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$142.86	\$142.86

217	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$362.29	\$724.58
218	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$1,818.57	\$1,818.57
219	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$2,085.71	\$2,085.71
220	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$357.14	\$357.14
221	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$78.57	\$78.57
222	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$20.00	\$20.00
223	870891-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$112.86	\$112.86
224	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$2,828.93	\$2,828.93
225	870891-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$702.86	\$702.86
226	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$10,520.91	\$10,520.91
227	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	11/1/2026	12/31/2031	\$910.71	\$1,821.42

228	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$910.71	\$1,821.42
229	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$910.71	\$1,821.42
230	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$910.71	\$1,821.42
231	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2031	\$910.71	\$1,821.42
232	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
233	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
234	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
235	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
236	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$0.00	\$0.00
237	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66
238	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2031	\$1,178.66	\$1,178.66

239	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
240	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
241	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$1,178.66	\$1,178.66
242	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$5,201.89	\$5,201.89
243	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	4	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$157.24	\$628.96
244	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	5	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$157.24	\$786.20
245	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$311.46	\$622.92
246	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	15	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$10,395.14	\$155,927.10
247	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	15	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$1,477.64	\$22,164.60
248	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$1,148.57	\$2,297.14
249	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	11/1/2026	12/31/2031	\$2,357.44	\$4,714.88





Appendix B

Q-166592

Generated Date: 09/10/2025  
Expiration Date: 10/09/2025  
Account Name: Pinellas County, FL - 911 Host A - HQ  
Opportunity Name: Upgrade PSC servers  
Opportunity Number: OP-128336

Client Contact Information

Primary Contact: David Hare  
Contact Title: Deputy Director  
Contact Phone: 727-464-3891  
Contact Email: dhare@pinellas.gov

NWN Contact Information

Primary Contact: Laura Pringle  
Contact Title: Account Executive  
Contact Phone: 813-864-8802  
Contact Email: lpringle@nwncarousel.com

BILL TO

Pinellas County, FL - 911 Host A - HQ  
10750 Ulmerton Rd Bldg 1 Ste 343  
Largo, FL 33778-1703

SHIP TO

Pinellas County, FL - 911 Host A - HQ  
10750 Ulmerton Rd Bldg 1 Ste 343  
Largo, FL 33778-1703

Product

HOST A VESTA 911					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
1.	870899-0104R8.3U	V911 R8.3 DOC/MED UPG	1	\$0.00	\$0.00
2.	04000-68050	V-SVR OS FND PER CPU WITH SUPPORT	2	\$1,212.80	\$2,425.60
3.	04000-68070	V-SVR MGMT CTR PER SYS WITH SUPPORT	1	\$14,346.66	\$14,346.66
4.	809800-00133	V911 EDGE TO VDP MIGRATION	1	\$0.00	\$0.00
5.	04000-00437	PRESENTENSE TIME CLIENT 5.4	4	\$73.33	\$293.32
6.	870890-07501	CPR/SYSPREP IMAGING	1	\$64.00	\$64.00
7.	870890-00003	SVR 2012 TO 2019 OS UPGD KIT	4	\$0.00	\$0.00
				Total:	\$17,129.58

Host A Analytics					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
8.	873399-00103.6U	V-ANLYT 3.6 MED UPGD	1	\$0.00	\$0.00
				Total:	\$0.00

Host B Vesta 911					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
9.	870899-0104R8.3U	V911 R8.3 DOC/MED UPG	1	\$0.00	\$0.00
10.	04000-68050	V-SVR OS FND PER CPU WITH SUPPORT	2	\$1,212.80	\$2,425.60
11.	809800-00133	V911 EDGE TO VDP MIGRATION	1	\$0.00	\$0.00

Host B Vesta 911					
12.	04000-00437	PRESENTENSE TIME CLIENT 5.4	1	\$73.33	\$73.33
13.	870890-07501	CPR/SYSPREP IMAGING	1	\$64.00	\$64.00
14.	870890-00003	SVR 2012 TO 2019 OS UPGD KIT	1	\$0.00	\$0.00
				Total:	\$2,562.93

Services

#	GROUP NAME	ITEM	QTY	UNIT PRICE**	SUB TERM	EXT. TOTAL
1.	Host A Vesta Services	Services	1	\$42,375.00		\$42,375.00
2.	Host B Vesta Services	Services	1	\$7,164.00		\$7,164.00
3.	Professional Services	Services	1	\$29,466.88		\$29,466.88
					Total:	\$79,005.88

*\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order.*

Financial Summary	
ITEM	TOTAL
Quote Sub-Total:	\$98,698.39
One-Time Ext. Total:	\$98,698.39

Billing and Payment Terms	
ITEM	TERM
Billing Terms:	Recurring - Prepaid
Payment Terms:	Net 45 Days
Payment Schedule:	100% on Completion



Appendix C

Q-190763

**Generated Date:** 09/12/2025  
**Expiration Date:** 12/15/2025  
**Account Name:** Pinellas County, FL - 911 Host A - HQ  
**Opportunity Name:** Vesta Maintenance  
**Opportunity Number:** OP-100888  
**Contract Number:** CI\_\*BID

Client Contact Information

**Primary Contact:** Alex Meloy  
**Contact Title:** Lead Procurement Analyst  
**Contact Phone:** (727) 464-3147  
**Contact Email:** almeloy@pinellas.gov

NWN Contact Information

**Primary Contact:** Laura Pringle  
**Contact Title:** Account Executive  
**Contact Phone:** 813-864-8802  
**Contact Email:** lpringle@nwncarousel.com

BILL TO

Pinellas County, FL - 911 Host A - HQ  
10750 Ulmerton Rd Bldg 1 Ste 343  
Largo, FL 33778-1703

SHIP TO

Pinellas County, FL - 911 Host A - HQ  
10750 Ulmerton Rd Bldg 1 Ste 343  
Largo, FL 33778-1703

Services

PSC-Side A- Subscription Term: 60					
Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
1.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
2.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	8	\$141.89	\$68,109.28
3.	SEC-EMPO-FWMP-BSE	Firewall Management Platform, EMP Operate	2	\$263.24	\$31,588.58
4.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$6,976.35	\$418,580.82
5.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$566,894.58

PSC-Side B (@ERB-SPPD)- Subscription Term: 60					
Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
6.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	1	\$263.24	\$15,794.29
7.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
8.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$0.00	\$0.00
9.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$49,848.93

Largo- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
10.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
11.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$945.95	\$56,756.86
12.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$90,811.50

Tarpon Springs- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
13.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
14.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$236.49	\$14,189.16
15.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$48,243.80

SPPD-Side A- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
16.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
17.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	8	\$141.89	\$68,109.28
18.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$6,739.86	\$404,391.49
19.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$521,116.67

SPPD-Side B- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
20.	SEC-EMPO-FW-BSE	NGFW Appliance, EMP Operate	2	\$263.24	\$31,588.58
21.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	4	\$141.89	\$34,054.64
22.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$118.24	\$7,094.34
23.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$89,764.88

Clearwater- Subscription Term: 60 Term Dates: 1/1/2026 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
24.	ATS-EMPO-LAN-FPS	Switch, Fixed Port, EMP Operate	2	\$141.89	\$17,027.32
25.	UC-EMPR-PSAPV-WKSTESS	VESTA 9-1-1 Workstation Essentials Support Service	1	\$1,773.63	\$106,417.50
26.	ATS-EMPO-LAN-RTG	Router, EMP Operate	2	\$141.89	\$17,027.32
				Total:	\$140,472.14

Staffing/Best Practice Assessment - Year 1- Subscription Term: 12 Term Dates: 1/1/2026 – 12/31/2026					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
27.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,094.13	\$229,129.56
28.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$235,535.96

Staffing/Best Practice Assessment - Year 2- Subscription Term: 12 Term Dates: 1/1/2027 – 12/31/2027					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
29.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,457.07	\$233,484.84
30.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$239,891.24

Staffing/Best Practice Assessment - Year 3- Subscription Term: 12 Term Dates: 1/1/2028 – 12/31/2028					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
31.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$19,830.91	\$237,970.92
32.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$244,377.32

Staffing/Best Practice Assessment - Year 4- Subscription Term: 12 Term Dates: 1/1/2029 – 12/31/2029					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
33.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$20,215.96	\$242,591.52
34.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$248,997.92

Staffing/Best Practice Assessment - Year 5- Subscription Term: 12 Term Dates: 1/1/2030 – 12/31/2030					
#	ITEM	DESCRIPTION	QTY	UNIT PRICE**	EXT. TOTAL
35.	CC-MSR-STAFFING	NWN Staffing Resources (Monthly Recurring Charge)	1	\$20,612.56	\$247,350.72
36.	SEC-PRO-FW-BPA	NGFW Best Practice Assessment	1	\$6,406.40	\$6,406.40
				Total:	\$253,757.12

*\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order.*

Financial Summary	
ITEM	TOTAL
Quote Sub-Total:	\$2,729,712.06
Annual Recurring Total Y1:	\$536,966.39
Annual Recurring Total Y2:	\$541,321.67
Annual Recurring Total Y3:	\$545,807.75
Annual Recurring Total Y4:	\$550,428.35
Annual Recurring Total Y5:	\$555,187.55

Billing and Payment Terms	
ITEM	TERM
Billing Terms:	Recurring - Monthly
Payment Terms:	Net 45 Days
Term Dates:	01/01/2026 – 12/31/2030
Payment Schedule:	100% on Completion

Appendix D



Quote # Q-197157  
Account Name: Pinellas County, FL - 911 Host A - HQ  
Opp Name RENEWAL: FORTINET: DIRECT:  
Contract # CL\_No Contract Required  
Opportunity Number: OP-128111  
Generated Date: June 20, 2025  
Expiration Date: 8/19/2025

Client Contact Information

Primary Contact: Dawn Shontz  
Contact Title: Chuck's Assisitant  
Phone: 7274643835  
Email: dshontz@pinellascounty.org

BILL TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Billing Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Billing City: Largo  
Billing State: FL  
Post Code: 33778-1703

NWN Contact Information

Primary Contact: Laura Pringle  
Contact Title: Account Executive  
Email: lpringle@nwncarousel.com  
Phone: 813-864-8802

SHIP TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Shipping Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Shipping City: Largo  
Shipping State: FL  
Post Code: 33778-1703

#	Product Number	Description	Qty	Serial Number	Location	Service Start Date	Service End Date	Unit Price	Ext. Price
1	FORTINET SUPPORT	Fortinet Service Support	1	FGT60FTK2109ANP8	10750 Ulmerton Rd, Largo, FL	10/14/2026	10/13/2027	\$486.51	\$486.51
2	FORTINET SUPPORT	Fortinet Service Support	1	FGT60FTK2109AMBG	10750 Ulmerton Rd, Largo, FL	10/14/2026	10/13/2027	\$486.51	\$486.51
3	FORTINET SUPPORT	Fortinet Service Support	1	FGT60FTK2109AHUN	10750 Ulmerton Rd, Largo, FL	10/14/2026	10/13/2027	\$486.51	\$486.51
4	FORTINET SUPPORT	Fortinet Service Support	1	FAZ15GT221001195	10750 Ulmerton Rd, Largo, FL	10/14/2026	10/13/2027	\$1,082.96	\$1,082.96

\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Quote Sub-Total: \$2,542.49

Subscription Term: 12.00  
Billing Terms: Recurring - Prepaid  
Custom Billing Terms:  
Payment Terms: Net 45 Days  
Annual Subscription Charge: \$0.00  
Total One-Time Charge: \$2,542.49  
Total Recurring Charge: \$0.00  
Tax Rate: 0.00%  
Estimated Tax:  
Estimated Shipping:

Appendix D



Quote # Q-204836  
Account Name: Pinellas County, FL - 911 Host A - HQ  
Opp Name RENEWAL: CISCO:  
  
Opportunity Number: OP-130127  
Generated Date: September 11, 2025  
Expiration Date: 12/13/2025

Client Contact Information

Primary Contact: Dawn Shontz  
Contact Title: Chuck's Assisitant  
Phone: 7274643835  
Email: dshontz@pinellascounty.org

BILL TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Billing Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Billing City: Largo  
Billing State: FL  
Post Code: 33778-1703

NWN Contact Information

Primary Contact: Laura Pringle  
Contact Title: Account Executive  
Email: lpringle@nwncaousel.com  
Phone: 813-864-8802

SHIP TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Shipping Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Shipping City: Largo  
Shipping State: FL  
Post Code: 33778-1703

#	Product Number	Description	Qty	Serial Number	Location	Service Start Date	Service End Date	Unit Price	Ext. Price
1	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FOC2120Z0U8	SPPD - St. Pete Host B: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
2	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FCW2120A258	CPD - Clearwater PD: 645 Pierce St., Clearwater, FL 33756	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
3	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2120V1GE	SPPD - St. Pete Host B: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01
4	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2120E1RL	SPPD - St. Pete Host B: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01
5	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FOC2120Z0UB	CPD - Clearwater PD: 645 Pierce St., Clearwater, FL 33756	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
6	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FOC2229Y4E7	SPPD - St Pete Host A: 1301 1st Ave., N, St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
7	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FOC2229Y4FG	SPPD - St Pete Host A: 1301 1st Ave., N, St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
8	CON-SNT-WSC296TC	SMARTNET 8X5XNBD Catalyst 2960 Plus 24 10/100 + 2T/SFP LA	1	FOC2229Y4DT	SPPD - St Pete Host A: 1301 1st Ave., N, St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$114.88	\$114.88
9	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2229Q0Q4	SPPD - St Pete Host A: 1301 1st Ave., N, St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01

10	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2229I0BL	SPPD - St Pete Host A: 1301 1st Ave., N, St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01
11	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FOC2422L46N	LPD - Largo PD: 201 Highland Ave., NE, Largo, FL 34604	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
12	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FOC2422L3K8	TSPD - Tarpon Springs PD: 444 S Huey Ave., Tarpon Springs, FL 34689	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
13	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FOC2422L478	TSPD - Tarpon Springs PD: 444 S Huey Ave., Tarpon Springs, FL 34689	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
14	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FOC2422L2B9	LPD - Largo PD: 201 Highland Ave., NE, Largo, FL 34604	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
15	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FJC245314S0	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
16	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FJC245314PM	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
17	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FJC245216RU	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
18	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FJC245314SE	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
19	CON-SNT-WSC296XT	US ONLY NBD 8X5 SMARTNET CAT2960-X 24 GIGE 4X1G SFP LAN	1	FJC245314Z2	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-DEC-2026	\$194.06	\$194.06
20	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2506M1NR	PSC - R911 Host A: 10750 Ulmerton Rd., Largo, FL 33782	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01
21	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2506M1NX	PSC - R911 Host B: 1301 1st Ave. N. St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01
22	CON-SNT-WS5024SE	Cisco SMARTnet CATALYST 3650 24PORT	1	FDO2451M1MB	PSC - R911 Host B: 1301 1st Ave. N. St Petersburg 33705	23-JAN-2026	31-OCT-2026	\$787.01	\$787.01

\*\*The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order

Subscription Term: 12.00

Billing Terms: Recurring - Prepaid

Quote Sub-Total: \$7,944.89

Tax Rate: 0.00%

Estimated Tax:



Appendix E



Quote # Q-208045  
Opportunity Number: OP-132196  
Account Name: Pinellas County, FL - 911 Host A - HQ  
Opp Name RENEWAL: MOTOROLA FY26:

Opportunity Number: OP-132196  
Generated Date: September 9, 2025  
Expiration Date: 11/7/2025

Client Contact Information

Primary Contact: Dawn Shontz  
Contact Title: Chuck's Assisitant  
Phone: 7274643835  
Email: dshontz@pinellascounty.org

BILL TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Billing Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Billing City: Largo  
Billing State: FL  
Post Code: 33778-1703

NWN Contact Information

Primary Contact: Laura Pringle  
Contact Title: Account Executive  
Email: lpringle@nwncarousel.com  
Phone: 813-864-8802

SHIP TO

Client Name: Pinellas County, FL - 911 Host A - HQ  
Shipping Address: 10750 Ulmerton Rd Bldg 1 Ste 343  
Shipping City: Largo  
Shipping State: FL  
Post Code: 33778-1703

#	Product Number	Description	Qty	Location	Service Start Date	Service End Date	Unit Price	Ext. Price
Renewal								
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
2	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2027	12/31/2027	\$0.00	\$0.00
3	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
4	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2029	12/31/2029	\$0.00	\$0.00
5	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
6	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	4/1/2026	3/31/2027	\$1,178.66	\$1,178.66

7	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	4/1/2027	3/31/2028	\$1,178.66	\$1,178.66
8	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	4/1/2028	3/31/2029	\$1,178.66	\$1,178.66
9	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	4/1/2029	3/31/2030	\$1,178.66	\$1,178.66
10	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	4/1/2030	3/31/2031	\$1,178.66	\$1,178.66
11	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$5,201.89	\$31,211.34
12	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	58	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2027	\$157.24	\$9,119.92
13	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	73	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2027	7/31/2028	\$157.24	\$11,478.52
14	809800-35310	VHUD ENT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2027	\$2,707.20	\$2,707.20
15	809800-35320	VHUD 1-4 SVR OPUT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2027	\$1,519.44	\$3,038.88
16	809800-35345	VHUD DATA ACCESS LIC SPT 1YR VESTA 9- 1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2027	\$672.83	\$4,036.98
17	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	6	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2027	\$311.46	\$1,868.76
18	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	8/1/2026	7/31/2030	\$10,395.14	\$966,748.02
19	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$1,477.64	\$137,420.52

20	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2028	\$921.73	\$2,765.19
21	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2028	\$1,148.57	\$2,297.14
22	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	4	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	7/1/2025	6/30/2030	\$2,357.44	\$9,429.76
23	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67
24	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	93	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$966.53	\$89,887.29
25	809800-03395	SPT V-ANLYT DB-5P 5YR SPT V-ANLYT DB- 5P 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$5,201.89	\$5,201.89
26	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$10,520.91	\$31,562.73
27	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	92	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$4,243.40	\$390,392.80
28	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	25	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$2,828.93	\$70,723.25
29	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
30	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2027	12/31/2027	\$0.00	\$0.00
31	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
32	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2029	12/31/2029	\$0.00	\$0.00

33	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
34	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2028	\$1,148.57	\$2,297.14
35	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	7/1/2025	6/30/2030	\$2,357.44	\$4,714.88
36	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91
37	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$4,243.40	\$4,243.40
38	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	10	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$2,828.93	\$28,289.30
39	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
40	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2027	12/31/2027	\$0.00	\$0.00
41	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
42	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2029	12/31/2029	\$0.00	\$0.00
43	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
44	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2026	\$1,178.66	\$1,178.66
45	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2027	12/31/2027	\$1,178.66	\$1,178.66

46	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2028	12/31/2028	\$1,178.66	\$1,178.66
47	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2029	12/31/2029	\$1,178.66	\$1,178.66
48	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2030	12/31/2030	\$1,178.66	\$1,178.66
49	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	2	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2026	\$5,201.89	\$10,403.78
50	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2026	\$157.24	\$1,257.92
51	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	10	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2027	12/31/2027	\$157.24	\$1,572.40
52	809800-35315	VHUD SGL SVR OPUT SPT 1YR VESTA 9-1- 1 Heads-Up Display VHUD SGL SVR OPUT SPT 1YR	1	Largo PD - 201 Highland Ave N, Largo, FL	8/1/2026	7/31/2027	\$907.20	\$907.20
53	809800-35345	VHUD DATA ACCESS LIC SPT 1YR VESTA 9- 1-1 Heads-Up Display VHUD DATA ACCESS LIC SPT 1YR	1	Largo PD - 201 Highland Ave N, Largo, FL	8/1/2026	7/31/2027	\$672.83	\$672.83
54	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$10,395.14	\$83,161.12
55	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$1,477.64	\$11,821.12
56	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2028	\$1,148.57	\$2,297.14
57	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	Largo PD - 201 Highland Ave N, Largo, FL	10/1/2025	9/30/2030	\$2,357.44	\$4,714.88
58	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67

59	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$966.53	\$7,732.24
60	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$4,243.40	\$33,947.20
61	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	5	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2030	\$2,828.93	\$14,144.65
62	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
63	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2027	12/31/2027	\$0.00	\$0.00
64	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
65	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2029	12/31/2029	\$0.00	\$0.00
66	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
67	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2026	\$1,178.66	\$1,178.66
68	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2027	12/31/2027	\$1,178.66	\$1,178.66
69	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2028	12/31/2028	\$1,178.66	\$1,178.66
70	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2029	12/31/2029	\$1,178.66	\$1,178.66
71	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2030	12/31/2030	\$1,178.66	\$1,178.66

72	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$5,201.89	\$5,201.89
73	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$10,395.14	\$31,185.42
74	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$1,477.64	\$4,432.92
75	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	3/31/2026	4/31/2029	\$1,148.57	\$2,297.14
76	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	9/1/2025	8/31/2030	\$2,357.44	\$2,357.44
77	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67
78	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$966.53	\$2,899.59
79	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$4,243.40	\$12,730.20
80	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	4	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2030	\$2,828.93	\$11,315.72
81	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
82	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$0.00	\$0.00
83	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
84	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$0.00	\$0.00

85	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
86	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$1,178.66	\$1,178.66
87	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$1,178.66	\$1,178.66
88	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$1,178.66	\$1,178.66
89	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$1,178.66	\$1,178.66
90	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2030	12/31/2030	\$1,178.66	\$1,178.66
91	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2030	\$5,201.89	\$10,403.78
92	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	26	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2026	\$157.24	\$4,088.24
93	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	33	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2026	11/30/2027	\$157.24	\$5,188.92
94	809800-35310	VHUD ENT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD ENT SPT 1YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2026	\$2,707.20	\$2,707.20
95	809800-35320	VHUD 1-4 SVR OPUT SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD 1-4 SVR OPUT SPT 1YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2026	\$1,519.44	\$1,519.44
96	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2026	\$311.46	\$934.38
97	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$10,395.14	\$592,522.98

98	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$1,477.64	\$84,225.48
99	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2028	\$921.73	\$1,843.46
100	04000-00465	SW SPT MED HA 800C GATEWAY 5YR SW SPT MED HA 800C GATEWAY 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$5,285.71	\$5,285.71
101	04000-00575	M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR	4	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2030	\$1,264.00	\$5,056.00
102	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2028	\$1,148.57	\$2,297.14
103	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	12/1/2025	11/30/2030	\$2,357.44	\$7,072.32
104	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67
105	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	57	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$966.53	\$55,092.21
106	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$10,520.91	\$31,562.73
107	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	64	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$4,243.40	\$271,577.60
108	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	23	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$2,828.93	\$65,065.39
109	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
110	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2027	12/31/2027	\$0.00	\$0.00

111	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
112	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2029	12/31/2029	\$0.00	\$0.00
113	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
114	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$1,178.66	\$1,178.66
115	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2027	12/31/2027	\$1,178.66	\$1,178.66
116	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2028	12/31/2028	\$1,178.66	\$1,178.66
117	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2029	12/31/2029	\$1,178.66	\$1,178.66
118	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2030	12/31/2030	\$1,178.66	\$1,178.66
119	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$5,201.89	\$5,201.89
120	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$157.24	\$314.48
121	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	3	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2027	12/31/2028	\$157.24	\$471.72
122	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$311.46	\$311.46
123	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$10,395.14	\$10,395.14

124	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$1,477.64	\$1,477.64
125	809800-00143	FIREWALL RENEWAL SPT 3YR FIREWALL RENEWAL SPT 3YR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2028	\$921.73	\$1,843.46
126	04000-00465	SW SPT MED HA 800C GATEWAY 5YR SW SPT MED HA 800C GATEWAY 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$5,285.71	\$5,285.71
127	04000-00575	M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR M800C HA PAIR BNDL ADDTL 10 SESS LIC SPT 4YR	4	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2027	12/31/2029	\$1,264.00	\$5,056.00
128	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	12/1/2025	11/30/2028	\$1,148.57	\$1,148.57
129	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	7/1/2025	6/30/2030	\$2,357.44	\$2,357.44
130	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67
131	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$966.53	\$966.53
132	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91
133	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$4,243.40	\$8,486.80
134	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	15	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$2,828.93	\$42,433.95
135	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$0.00	\$0.00
136	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2027	12/31/2027	\$0.00	\$0.00

137	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2028	12/31/2028	\$0.00	\$0.00
138	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2029	12/31/2029	\$0.00	\$0.00
139	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB VESTA SMS V911 ADV DATA LVL 1 ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2030	12/31/2030	\$0.00	\$0.00
140	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$1,178.66	\$1,178.66
141	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2027	12/31/2027	\$1,178.66	\$1,178.66
142	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2028	12/31/2028	\$1,178.66	\$1,178.66
143	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2029	12/31/2029	\$1,178.66	\$1,178.66
144	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB VESTA 9-1-1 Enhanced Data Window for RapidSOS V911 ADV DATA LVL 2 STD ANNUAL SUB	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2030	12/31/2030	\$1,178.66	\$1,178.66
145	809800-35124	R4 ACT VIEW SW SPT 5YR VESTA 9-1-1 Activity View V911 ACT VIEW SW SPT 1YR	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$5,201.89	\$5,201.89
146	809800-41003	CUSTOM EXT SPT - 1ST YEAR VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 1ST YEAR	4	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$157.24	\$628.96
147	809800-41004	CUSTOM EXT SPT VESTA 9-1-1 Heads-Up Display VHUD CUSTOM EXT SPT - 2nd YEAR	5	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$157.24	\$786.20
148	809800-35340	VHUD SUPV VIEWER SPT 1YR VESTA 9-1-1 Heads-Up Display VHUD SUPV VIEWER SPT 1YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$311.46	\$622.92
149	SS-0AD-VSSL-5Y	SPT VADV 5YR VESTA 9-1-1 Advanced Enhanced Operations SPT VADV 1YR	15	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$10,395.14	\$155,927.10

150	809800-35114	R4 IRR SW SPT 5YR VESTA 9-1-1 IRR Module V911 IRR SW SPT 1YR	15	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$1,477.64	\$22,164.60
151	809800-00163	GATEWAY RENEWAL SUPPORT 3YR GATEWAY RENEWAL SPT 3YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2028	\$1,148.57	\$2,297.14
152	04000-00195	SW SPT M1000 T1 MOD 5YR SW SPT M1000 T1 MOD 5YR	2	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$2,357.44	\$4,714.88
153	809800-03365	AURORA ENT/HOST SPT 5YR SPT V-ANLYT ENT/HOST 5YR	1	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$2,231.67	\$2,231.67
154	SA-MSG-ALSL-5Y	SPT AURORA STD 5YR SPT V-ANLYT STD 5YR	15	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$966.53	\$14,497.95
155	809800-16381	M&R PM AV WKST SRVC 5YR M&R PM AV WKST SRVC 5YR	21	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$4,243.40	\$89,111.40
156	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	9	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2030	\$2,828.93	\$25,460.37
<b>Renewal – Disaster Recovery</b>								
157	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$11,461.71	\$34,385.13
158	809800-16199	SPT DIS RCV SVR THRU YR5 SPT DIS RCV SVR THRU YR5	3	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$4,620.13	\$13,860.39
159	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$9,254.86	\$9,254.86
160	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$142.86	\$142.86
161	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$362.29	\$724.58

162	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$1,818.57	\$1,818.57
163	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$2,085.71	\$2,085.71
164	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$357.14	\$357.14
165	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$78.57	\$78.57
166	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$20.00	\$20.00
167	870891-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$112.86	\$112.86
168	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$2,828.93	\$2,828.93
169	870891-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$702.86	\$702.86
170	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91
171	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$11,461.71	\$11,461.71
172	809800-16199	SPT DIS RCV SVR THRU YR5 SPT DIS RCV SVR THRU YR5	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$4,620.13	\$4,620.13
173	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$9,254.86	\$9,254.86
174	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$142.86	\$142.86

175	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$362.29	\$724.58
176	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$1,818.57	\$1,818.57
177	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$2,085.71	\$2,085.71
178	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$357.14	\$357.14
179	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$78.57	\$78.57
180	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$20.00	\$20.00
181	870891-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$112.86	\$112.86
182	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$2,828.93	\$2,828.93
183	870891-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$702.86	\$702.86
184	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91
185	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$11,461.71	\$34,385.13
186	809800-16199	SPT DIS RCV SVR THRU YR5 SPT DIS RCV SVR THRU YR5	3	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$4,620.13	\$13,860.39
187	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$9,254.86	\$9,254.86

188	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$142.86	\$142.86
189	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$362.29	\$724.58
190	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$1,818.57	\$1,818.57
191	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$2,085.71	\$2,085.71
192	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$357.14	\$357.14
193	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$78.57	\$78.57
194	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$20.00	\$20.00
195	870891-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$112.86	\$112.86
196	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$2,828.93	\$2,828.93
197	870891-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL			\$702.86	\$702.86
198	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91
199	04000-47078	DIS RCVR SUB LIC 5YR DIS RCVR SUB LIC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$11,461.71	\$11,461.71
200	809800-16199	SPT DIS RCV SVR THRU YR5 SPT DIS RCV SVR THRU YR5	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$4,620.13	\$4,620.13

201	62040-G819207	SVR RACK DL380 G11 1CPU SVR RACK DL380 G11 1CPU	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$9,254.86	\$9,254.86
202	65000-78764	2 POST RAIL KIT DL380 G11 SVR 2 POST RAIL KIT DL380 G11 SVR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$142.86	\$142.86
203	64000-20019	HARD DRIVE 1.2TB SAS 10K SFF (G11) HARD DRIVE 1.2TB SAS 10K SFF (G11)	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$362.29	\$724.58
204	04000-00446	SVR WIN2019 STD SVR WIN2019 STD	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$1,818.57	\$1,818.57
205	62033-2GB8TB01	SVR NAS 8TB BASE BNDL SVR NAS 8TB BASE BNDL	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$2,085.71	\$2,085.71
206	809800-00112	GENERIC SVR CFG FEE GENERIC SVR CFG FEE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$357.14	\$357.14
207	04000-00437	PRESENTENSE TIME CLIENT 5.4 PRESENTENSE TIME CLIENT 5.4	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$78.57	\$78.57
208	65000-00124	CBL PATCH 15FT CBL PATCH 15FT	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$20.00	\$20.00
209	870891-66403	M&R NETWORK/IP LICENSE M&R NETWORK/IP LICENSE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$112.86	\$112.86
210	809800-16347	M&R IP DEVICE SRVC 5YR M&R IP DEVICE SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$2,828.93	\$2,828.93
211	870891-66401	M&R SVR AGENT LICENSE M&R SVR AGENT LICENSE	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL			\$702.86	\$702.86
212	809800-16365	M&R PM AV SVR SRVC 5YR M&R PM AV SVR SRVC 5YR	1	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2030	\$10,520.91	\$10,520.91

Renewal – MDR+ (External Vulnerability Scanning-Quarterly)

213	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2026	\$60,714.29	\$60,714.29
214	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2027	12/31/2027	\$60,714.29	\$60,714.29
215	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2028	12/31/2028	\$60,714.29	\$60,714.29
216	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2029	12/31/2029	\$60,714.29	\$60,714.29
217	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2030	12/31/2030	\$60,714.29	\$60,714.29
218	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2026	\$910.71	\$65,571.12
219	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2027	12/31/2027	\$910.71	\$65,571.12
220	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2028	12/31/2028	\$910.71	\$65,571.12
221	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2029	12/31/2029	\$910.71	\$65,571.12
222	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	72	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2030	12/31/2030	\$910.71	\$65,571.12
223	809800-17007	FIELD ENG-STANDARD FIELD ENG- STANDARD	80	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL			\$142.86	\$11,428.80
224	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2026	12/31/2026	\$910.71	\$910.71
225	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2027	12/31/2027	\$910.71	\$910.71

226	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2028	12/31/2028	\$910.71	\$910.71
227	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2029	12/31/2029	\$910.71	\$910.71
228	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	1	PSC (Side B) - 22211 US HWY 19 N Clearwater, FL	1/1/2030	12/31/2030	\$910.71	\$910.71
229	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2026	12/31/2026	\$910.71	\$7,285.68
230	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2027	12/31/2027	\$910.71	\$7,285.68
231	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2028	12/31/2028	\$910.71	\$7,285.68
232	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2029	12/31/2029	\$910.71	\$7,285.68
233	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	8	Largo PD - 201 Highland Ave N, Largo, FL	1/1/2030	12/31/2030	\$910.71	\$7,285.68
234	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2026	12/31/2026	\$910.71	\$2,732.13
235	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2027	12/31/2027	\$910.71	\$2,732.13
236	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2028	12/31/2028	\$910.71	\$2,732.13
237	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2029	12/31/2029	\$910.71	\$2,732.13
238	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	3	Tarpon Springs PD - 444 S Huey Ave, Tarpon Springs, FL	1/1/2030	12/31/2030	\$910.71	\$2,732.13

239	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$60,714.29	\$60,714.29
240	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$60,714.29	\$60,714.29
241	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$60,714.29	\$60,714.29
242	SSV06S03500A	MDR PLUS VESTA CORE SVC PER YEAR MDR PLUS VESTA CORE SVC PER YEAR	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$60,714.29	\$60,714.29
243	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$910.71	\$40,071.24
244	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$910.71	\$40,071.24
245	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$910.71	\$40,071.24
246	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	44	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$910.71	\$40,071.24
247	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2026	12/31/2026	\$910.71	\$1,821.42
248	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2027	12/31/2027	\$910.71	\$1,821.42
249	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2028	12/31/2028	\$910.71	\$1,821.42
250	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	2	SPPD (Side B) - 10750 Ulmerton Rd, Largo, FL	1/1/2029	12/31/2029	\$910.71	\$1,821.42
251	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	21	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2026	12/31/2026	\$910.71	\$19,124.91

252	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	21	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2027	12/31/2027	\$910.71	\$19,124.91
253	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	21	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2028	12/31/2028	\$910.71	\$19,124.91
254	SSV06S03501A	MDR PLUS VESTA PER CONSOLE PER YEAR MDR PLUS VESTA PER CONSOLE PER YEAR	21	Clearwater PD - 645 Pierce St, Clearwater, FL	1/1/2029	12/31/2029	\$910.71	\$19,124.91

**PSC - Penetration Testing (annual testing)**

255	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2026	\$60,659.26	\$60,659.26
256	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2027	12/31/2027	\$50,541.23	\$50,541.23
257	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2028	12/31/2028	\$52,560.67	\$52,560.67
258	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2029	12/31/2029	\$54,665.67	\$54,665.67
259	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2030	12/31/2030	\$56,852.00	\$56,852.00

**PSC - Vulnerability Scanning (Internal Scanning conducted Quarterly)**

260	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2026	12/31/2026	\$111,908.57	\$111,908.57
261	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2027	12/31/2027	\$116,384.91	\$116,384.91
262	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2028	12/31/2028	\$121,040.31	\$121,040.31

263	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2029	12/31/2029	\$125,881.93	\$125,881.93
264	SVC05SVC0483A	Cyber Security Professional Services	1	PSC (Side A) - 10750 Ulmerton Rd, Bldg 1, Largo, FL	1/1/2030	12/31/2030	\$130,917.20	\$130,917.20
<b>St Pete - Penetration Testing (annual testing)</b>								
265	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$60,659.26	\$60,659.26
266	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$50,541.23	\$50,541.23
267	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$52,560.67	\$52,560.67
268	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$54,665.67	\$54,665.67
269	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2030	12/31/2030	\$56,852.00	\$56,852.00
<b>St Pete - Vulnerability Scanning (conducted quarterly)</b>								
270	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2026	12/31/2026	\$111,908.57	\$111,908.57
271	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2027	12/31/2027	\$116,384.91	\$116,384.91
272	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2028	12/31/2028	\$121,040.31	\$121,040.31
273	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2029	12/31/2029	\$125,881.93	\$125,881.93

274	SVC05SVC0483A	Cyber Security Professional Services	1	SPPD (Side A) - 1301 1st Ave N, Saint Petersburg, FL	1/1/2030	12/31/2030	\$130,917.20	\$130,917.20
**The Monthly/Unit Price shown above has been rounded to two decimal places for display purposes. As many as eight decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the Monthly/Unit Price displayed above, and are the true and binding totals for this order								
							Quote Sub-Total:	\$6,868,382.04
							Subscription Term:	12.00
							Billing Terms:	Recurring - Annual
							Custom Billing Terms:	
							Payment Terms:	Net 45 Days
							Annual Subscription Charge:	\$143,968.61
							Total One-Time Charge:	\$6,724,413.43
							Total Recurring Charge:	\$143,968.61
							Tax Rate:	0.00%
							Estimated Tax:	
							Estimated Shipping:	