

**Maintenance Renewal: September 1, 2025 – August 31, 2026**

## **Quarterly Billing**

*for*

**Laredo/STDC 911, TX**

**(Direct. All Intrado products and services are on H-GAC Buy contract #EC07-23.)**

**Quote Number: 78570**

**Version: 1**

**Created: May 06, 2025**

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

## Summary All Sites

Site	Price
Laredo Police Department - Host	\$22,149.04
Starr County - Host	\$11,074.52
Jim Hogg County Sheriff's Office	\$5,537.26
Roma Police Department	\$5,537.26
Rio Grande City Police Department	\$5,537.26
Webb County Sheriff's Office	\$5,537.26
Zapata County Sheriff's Office	\$5,537.26
Training Center	\$11,074.52

<b>Total:</b>	<b>\$71,984.38</b>
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Year	Systems	Professional Services	Recurring Services	Maintenance Services	Totals
Year 5				\$71,984.38	<b>\$71,984.38</b>
<b>Totals</b>				<b>\$71,984.38</b>	<b>\$71,984.38</b>

**Summary:** This quote provides pricing for 1 year of maintenance services for Laredo/STDC 911, TX PSAPs.

**Effective: 1 SEP 2025 - 31 AUG 2026.** Intrado will send quarterly invoices. With a 30-day cancellation notice, the final invoice will be adjusted accordingly

### Summary - Laredo Police Department - Host

Total Positions	8
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	8	\$2,768.63	\$2,768.63	\$22,149.04
				<b>Subtotal</b>	<b>\$22,149.04</b>

### Summary - Starr County - Host

Total Positions	4
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	4	\$2,768.63	\$2,768.63	\$11,074.52
				<b>Subtotal</b>	<b>\$11,074.52</b>

### Summary - Jim Hogg County

Total Positions	2
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	2	\$2,768.63	\$2,768.63	\$5,537.26
				<b>Subtotal</b>	<b>\$5,537.26</b>

### Summary - Roma Police Department

Total Positions	2
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	2	\$2,768.63	\$2,768.63	\$5,537.26
				<b>Subtotal</b>	<b>\$5,537.26</b>

### Summary - Rio Grande City Police Department

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Total Positions	2
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	2	\$2,768.63	\$2,768.63	\$5,537.26
				<b>Subtotal</b>	<b>\$5,537.26</b>

### Summary - Webb County Sheriff's Office

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Total Positions	2
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	2	\$2,768.63	\$2,768.63	\$5,537.26
				<b>Subtotal</b>	<b>\$5,537.26</b>

### Summary - Zapata County Sheriff's Office

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Total Positions	2
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, Primary Position - Year 5	2	\$2,768.63	\$2,768.63	\$5,537.26
				<b>Subtotal</b>	<b>\$5,537.26</b>

### Summary - Training Center

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Total Positions	4
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Item#	Description	Qty	List Price	Selling Price	Total
<b>Total Protection Services</b>					
P10349	Total Protection Service, - Year 5	4	\$2,768.63	\$2,768.63	\$11,074.52
				<b>Subtotal</b>	<b>\$11,074.52</b>

## Notes

- 1** This quote provides pricing to renew 1 year of maintenance services for Laredo/STDC 911, TX PSAPs at the following sites. **Effective: 1 SEP 2025 - 31 AUG 2026.** Intrado will bill quarterly. With a 30 day cancellation notice, the final invoice will be adjusted accordingly

	Site	Position #
1	Laredo PD - Host	8
2	Starr County - Host	2
3	Jim Hogg County	2
4	Roma PD	2
5	Rio Grande City PD	2
6	Webb County SO	4
7	Zapata County SO	2
8	Training Center	4
		<b>26</b>

Previous quotes: 65391 v1, 65396 v2, 73477 v2.

## **2** **Total Protection Service provides:**

- 24/7 VIPER Alarm (NOC) Monitoring
- 24/7 Remote Technical Support
- Access to all product software updates, enhancements, and new feature releases.
- Access to all future Call Handling platform upgrades at no additional cost <sup>i</sup>
- Hardware repairs and hardware updates to ensure the Intrado VIPER system is operating at peak performance for the duration of system life cycle.<sup>ii</sup>
- Anti-Virus Update Service
- OS Update Service
- Cisco IOS updates for standard Intrado supplied Cisco LAN switches

### **Conditions not covered under this Service offering**

- On-site support services are not included, but available for separate purchase.
- Customer is responsible for the installation of all software maintenance releases, unless On-Site Maintenance Services are purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will assign personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current rate for such Professional services.
- Installation support for Call Handling platform upgrades. Installation services can be purchased separately from Intrado.
- Assistance with third-party software or hardware not provided by Intrado.
- Assistance with user configuration, usage scenarios, and items covered in standard end user training or operating manuals provided to the customer. Support for these subjects is available through purchase of end-user training curriculum.
- Assistance with Geographic Information Systems (GIS) data updates performed by the end user or

resulting problems.

- Replacement of non-operational hardware not provided by Intrado.
  - Replacement of non-operational workstation monitors.
  - Hardware items deemed to be non-functional as a result of abuse, Force Majeure or other actions.
  - Installation of the replacement hardware, unless On-Site Maintenance Services are purchased.
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## Terms

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<b>VENDOR NAME</b>	<b>Intrado</b> Include quote number and customer EIN/Tax Identification Number on P.O.
<b>SUBMIT P.O.</b>	erd-ordermanagementteam@intrado.com
<b>PRICING</b>	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
<b>SHIPPING TERMS</b>	FCA (Montreal), INCOTERMS 2023
<b>INVOICING</b>	<p>If Intrado is not performing Installation, software and equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept software and equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that software and equipment is used for live call-taking or dispatching. If software and/or equipment are being installed at multiple sites, the above acceptance process will apply to each site. The date of acceptance of the first site will be referred to as "Final Acceptance." Services will be deemed accepted when performed. If installation is not purchased, then all fees will be invoiced on shipment. If installation is purchased, Customer will be invoiced according to the following terms:</p> <ul style="list-style-type: none"><li>• 30% on acceptance of Customer's Order</li><li>• 30% on shipment</li><li>• 30% on System Cutover</li><li>• 10% on Final Acceptance</li></ul>
<b>DELIVERY</b>	TBD
<b>VALIDITY</b>	<p><b>Quote expires on November 05, 2025.</b></p> <p>However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.</p>
<b>COPYRIGHT</b>	The information contained in this document is proprietary to Intrado and is offered solely for the purpose of evaluation.

## Optional Signature Page

Customer can purchase the products and services in this Quote by:

- Issuing a purchase order for the Total Amount of the quote
- OR
- By signing below

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Intrado Quote Number: 78570    Version: 1    Date Issued: May 06, 2025

Total Purchase Amount (Not including Optional Products or Services): \$71,984.38

**ACCEPTED AND AGREED:**

Customer is committing to the Total Purchase Amount listed above.

Customer Entity Name: Laredo/STDC 911, TX

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date Signed: \_\_\_\_\_

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

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

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

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.