

# Dane County Contract Cover Sheet

Revised 06/2021

Res 291  
Significant

<b>Dept./Division</b>	Public Safety Communications		
<b>Vendor Name</b>	Solacom	<b>MUNIS #</b>	30365
<b>Brief Contract Title/Description</b>	Provide maintenance and refresh for Dane County Public Safety Communications' telephone system. This includes software updates, maintenance, monitoring of the phone system for 5 years and a phone software and hardware refresh to be completed in 2023.		
<b>Contract Term</b>	1/1/2023 - 12/31/2027		
<b>Contract Amount</b>	\$ 1,346,674.01		

<b>Contract #</b> Admin will assign	13120H
<b>Type of Contract</b>	
<input checked="" type="checkbox"/>	Dane County Contract
<input type="checkbox"/>	Intergovernmental
<input type="checkbox"/>	County Lessee
<input type="checkbox"/>	County Lessor
<input type="checkbox"/>	Purchase of Property
<input type="checkbox"/>	Property Sale
<input type="checkbox"/>	Grant
<input type="checkbox"/>	Other

Department Contact Information		Vendor Contact Information	
<b>Name</b>	Luis Bixler	<b>Name</b>	Tony Parrott
<b>Phone #</b>	608-267-1911	<b>Phone #</b>	937-609-1911
<b>Email</b>	bixler.luis@countyofdane.com	<b>Email</b>	Tony.Parrott@comtech.com
<b>Purchasing Officer</b>	Meq Roan		

<b>Purchasing Authority</b>	<input type="checkbox"/> \$11,000 or under – Best Judgment (1 quote required)	
	<input type="checkbox"/> Between \$11,000 – \$37,000 (\$0 – \$25,000 Public Works) (3 quotes required)	
	<input type="checkbox"/> Over \$37,000 (\$25,000 Public Works) (Formal RFB/RFP required)	<b>RFB/RFP #</b>
	<input type="checkbox"/> Bid Waiver – \$37,000 or under (\$25,000 or under Public Works)	
	<input type="checkbox"/> Bid Waiver – Over \$37,000 (N/A to Public Works)	
	<input type="checkbox"/> N/A – Grants, Leases, Intergovernmental, Property Purchase/Sale, Other	



<b>MUNIS Req.</b>	<b>Req #</b>	<b>Org:</b> PSC	<b>Obj:</b> 30365	<b>Proj:</b>	\$ 129,700.00
	<b>Year</b>	<b>Org:</b> CPPUBSAF	<b>Obj:</b>	<b>Proj:</b>	\$ 825,000.00
		<b>Org:</b>	<b>Obj:</b>	<b>Proj:</b>	

Budget Amendment	
<input checked="" type="checkbox"/>	A Budget Amendment has been requested via a Funds Transfer or Resolution. Upon addendum approval and budget amendment completion, the department shall update the requisition in MUNIS accordingly.

<b>Resolution Required if contract exceeds \$100,000 (\$40,000 PW)</b>	<input type="checkbox"/> Contract does not exceed \$100,000 (\$40,000 Public Works)	<b>Res #</b>	291
	<input checked="" type="checkbox"/> Contract exceeds \$100,000 (\$40,000 Public Works) – resolution required.		<b>Year</b>
	<input checked="" type="checkbox"/> A copy of the Resolution is attached to the contract cover sheet.		

CONTRACT MODIFICATIONS – Standard Terms and Conditions		
<input checked="" type="checkbox"/> No modifications.	<input type="checkbox"/> Modifications and reviewed by:	<input type="checkbox"/> Non-standard Contract

APPROVAL	
<b>Dept. Head / Authorized Designee</b>	
<b>Bixler, Luis</b>	Digitally signed by Bixler, Luis Date: 2023.01.03 15:51:41 -06'00'

APPROVAL – Contracts Exceeding \$100,000	
<b>Director of Administration</b>	<b>Corporation Counsel</b>
	

APPROVAL – Internal Contract Review – Routed Electronically – Approvals Will Be Attached			
<b>DOA:</b>	<b>Date In:</b> 1/3/23	<b>Date Out:</b> _____	<input checked="" type="checkbox"/> Controller, Purchasing, Corp Counsel, Risk Management

## Goldade, Michelle

---

**From:** Goldade, Michelle  
**Sent:** Wednesday, January 4, 2023 9:43 AM  
**To:** Hicklin, Charles; Rogan, Megan; Gault, David; Lowndes, Daniel  
**Cc:** Stavn, Stephanie; Oby, Joe  
**Subject:** Contract #13120H  
**Attachments:** 13120H.pdf

Tracking:	Recipient	Read	Response
	Hicklin, Charles	Read: 1/4/2023 10:33 AM	Approve: 1/4/2023 10:33 AM
	Rogan, Megan	Read: 1/4/2023 10:04 AM	Approve: 1/4/2023 10:28 AM
	Gault, David	Read: 1/4/2023 10:15 AM	Approve: 1/4/2023 10:17 AM
	Lowndes, Daniel	Read: 1/4/2023 1:05 PM	Approve: 1/4/2023 1:05 PM
	Stavn, Stephanie	Read: 1/4/2023 2:56 PM	
	Oby, Joe		

Please review the contract and indicate using the vote button above if you approve or disapprove of this contract.

Contract #13120H  
Department: Public Safety Communications  
Vendor: Solacom Technologies  
Contract Description: Provide Maintenance & Refresh 9-1-1 telephone system, including software updates & maintenance (Res 291)  
Contract Term: 1/1/23 – 12/31/27  
Contract Amount: \$1,346,674.01

Thanks much,  
Michelle

*Michelle Goldade*  
Administrative Manager  
Dane County Department of Administration  
Room 425, City-County Building  
210 Martin Luther King, Jr. Boulevard  
Madison, WI 53703  
PH: 608/266-4941  
Fax: 608/266-4425  
TDD: Call WI Relay 711

Please note: I am currently working a modified schedule in accordance with COVID 19 response guidelines. I work in office Mondays and Wednesdays and work remotely Tuesday, Thursdays and Fridays.

1 **2022 RES- 291**

2  
3 **AMENDMENT TO SOLACOM GUARDIAN CALL TAKING SOLUTION AND PHONE UPDATE**  
4 **CONTRACT**

5  
6 Dane County Public Safety Communications (PSC) utilizes Solacom, a subsidiary of Comtech  
7 Telecommunications Corporation, to provide a telecommunications platform that allows staff to  
8 manage telephone communications. Solacom provides maintenance, which includes software  
9 updates and a 24 hour, 7 day a week support to ensure functionality of phone integration  
10 services. This contract amendment extends the maintenance agreement through December 31,  
11 2027 and also includes a telecom equipment refresh to be completed in 2023. Guardian Call  
12 Taking is a critical and essential element between the PSC and the community to communicate  
13 effectively.

14 NOW, THEREFORE, BE IT RESOLVED that the Dane County Board of Supervisors does  
15 authorize a contract amendment to Dane County Contract #13120 with the total cost being  
16 \$1,346,674.01 and that the County Executive and County Clerk are authorized to execute the  
17 agreement.

18



# DANE COUNTY CONTRACT

## ADDENDUM # 13120H

Revised 01/2022

**THIS ADDENDUM**, made and entered into effective as of the date by which both parties hereto have executed this document, by and between the County of Dane (hereinafter referred to as “County”) and Comtech Solacom Technologies (hereinafter, “Provider”).

### WITNESSETH:

**WHEREAS** Provider and County, by a separate document (hereinafter, the “Master Agreement”), Dane County Contract # 13120, have previously entered into a contractual relationship pursuant to which Provider provides a 911 Guardian Call Taking solution, and

**WHEREAS** County and Provider wish to amend the Master Agreement in order to extend the term of the maintenance agreement through December 31, 2027 and to provide a Guardian hardware refresh.

**NOW, THEREFORE**, in consideration of the above premises and the mutual covenants of the parties hereinafter set forth, the receipt and sufficiency of which is hereby acknowledged by each party for itself, the parties do agree as follows:

1. The Master Agreement shall remain in full force and effect unchanged in any manner by this addendum except as changes are expressly set forth herein. This addendum shall control only to the extent of any conflict between the terms of the Master Agreement and this addendum.
2. The Master Agreement, and any amendment or addendum to it, may be executed and transmitted to any other party by legible facsimile reproduction or by scanned legible electronic PDF copy, and utilized in all respects as, an original, wet-inked manually executed document. Further, the Master Agreement and any amendment or addendum thereto, may be stored and reproduced by each party electronically, photographically, by photocopy or other similar process, and each party may at its option destroy any original document so reproduced. All parties hereto stipulate that any such legible reproduction shall be admissible in evidence as the original itself in any judicial, arbitration or administrative proceeding whether or not the original is in existence and whether or not such reproduction was made by each party in the regular course of business. This term does not apply to the service of notices under the Master Agreement, or any subsequent amendment or addendum.
3. The term of the contract is extended through December 31, 2027 to continue the maintenance for the County’s Guardian Call Taking Solution and to provide a hardware refresh per Statement of Work V3.1 dated December 9, 2022 attached hereto and incorporated herein at an additional cost of \$1,346,674.01.

**IN WITNESS WHEREOF**, the parties, by their respective authorized representatives, have set their hands and seals as of the dates set forth below.

**FOR PROVIDER:**



12/16/2022

\_\_\_\_\_  
\*NAME\* Stephen Shaw  
\*TITLE\* VP Finance and Administration

\_\_\_\_\_  
Date

\* \* \*

**FOR COUNTY:**

\_\_\_\_\_  
Joseph T. Parisi  
Dane County Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Scott McDonell  
Dane County Clerk

\_\_\_\_\_  
Date



A Subsidiary of  
Comtech Telecommunications Corp.

Dane County Public Safety Communications

Dane County, WI

## Hardware Refresh Statement of Work – SOW V3.1

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December 9, 2022

Proprietary Notice: The information contained in this document is proprietary to SOLACOM Technologies, Inc., a subsidiary of Comtech Telecommunications Corp., and is offered solely for the purpose of evaluation. It may not be disclosed to third parties without prior written permission from SOLACOM.

HWSOW-20210922-CST (Draft v2)

[WWW.SOLACOM.COM](http://WWW.SOLACOM.COM)

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## 1 Purpose

The statement of work defines the boundaries of the Hardware Refresh project and outlines the responsibilities of the project deliverables based on the products and services to be installed at 210 Martin Luther King Jr Blvd., Madison, Wisconsin, 53703-3345, commonly known as Dane County; purchased by Dane County Public Safety Communications, hereinafter referred to as the CUSTOMER on quote number 210909-04-TM\_V07. The information provided in this document is descriptive in nature, in case of discrepancies in terms of listed items, quantities and services between this document and the quote document, the quote document has prevalence.

## 2 Project Management

### 2.1 Primary Project Management

Solacom will designate an experienced project manager with the primary responsibility and overall ownership of the successful implementation of the project. The project manager will manage all phases of the project from the beginning through acceptance and is responsible for ensuring that the project is completed within the scope, time, and cost constraints, contractually agreed upon.

The schedule will be mutually agreed upon by SOLACOM and the CUSTOMER based upon the CUSTOMER requirements, equipment availability, and scheduling of resources from both companies.

The SOLACOM project manager will coordinate activities with the CUSTOMER

### 2.2 General Workshare Matrix

Task	Solacom	CUSTOMER
Primary project management	X	
System Refresh Audit as per provided documentation	X	
Order execution	X	
Removal of existing servers and installation of new servers	X	
Removal of existing workstations and installation of new workstations	X	
Testing new equipment	X	
MIS CDR to i3 upgrade and data transfer	X	
Confirm remote access for SOLACOM personnel		X
Provide facility to stage equipment for installation preparation		X
If required, interface with 3rd party providers (radio, recorder, etc.)		X
If required, purchase / install additional new circuits		X



### 3 Equipment Being Refreshed & Reused

Refer to Appendix A for a list of equipment being refreshed as per quote 210909-04-TM\_V07.

#### 3.1 Cybersecurity Offering

Solacom will provide the Guardian Cybersecurity service to the CUSTOMER. The Guardian Cybersecurity service consists of the following tools:

1. Managed Detection and Response (MDR)
2. Security information and event management (SIEM)
3. Endpoint Detection and response (EDR).

Using these tools, SOLACOM will provide communication of Events of Interest (EOIs) identified during routine monitoring of the CUSTOMER environment. Upon declaration of an Incident, SOLACOM will utilize an Incident Response Team (SIRT) to evaluate the severity. Event of Interest (EOI) that have the potential to become an incident will be escalated via SOLACOM's standard support processes.

The Guardian Cybersecurity service will also monitor for any vulnerability, i.e., weaknesses in endpoint systems, servers, network, or other network-connected devices that could be exploited or leveraged by a threat. The discovery of new vulnerabilities is treated as an Event of Interest (EOI) and will be escalated via SOLACOM's standard support processes.

### 4 Project Roles & Responsibility

Task responsibility is indicated by the following tables.

#### 4.1 Project Management – Planning Deliverables

- R – Responsible for delivering the task
- A – Accountable for supporting the task's success
- C – Consult stakeholder
- I – Informed on status

*Table 4-1: DELIVERABLES*

DELIVERABLES			
ITEM	TASKS	RESPONSIBILITY	
		SOLACOM	CUSTOMER
1	Contract Signed	I	R
2	Project Planning	R	I
3	Internal Project Review Meeting	R	I
4	Project Kick-off Meeting	R	I
5	Technical Data Gathering	R	A
6	Project Schedule	R	I
7	SOLACOM Hardware Procurement	R	I

8	Download and lock Database	R	I
9	Uploaded Database(s) into new Servers	R	I
10	Configure Guardian Position Equipment	R	I
11	Factory Testing of Hardware	R	I
12	Shipment of SOLACOM Equipment	R	I
13	Delivery of SOLACOM Equipment	R	A
14	Site Readiness	I	R
15	Uncrate and move SOLACOM equipment to destination in equipment room	R	I
16	Perform on-site inventory of SOLACOM equipment	I	R
17	Implementation Activities	R	I
18	Implementation Complete	R	I
19	Test Plan complete	R	I
20	Removal of old Equipment	I	R
21	Updated As-Built Documentation Delivery	R	I
22	Acceptance Complete	R	I

## 5 Services Support & Responsibility

SOLACOM will prepare a Site Acceptance Test (SAT) document which will be used to test the equipment installed at the end user site. The SAT document will be used to sign-off the work performed and acceptance that the upgrade is complete.

*Table 5-1: INSTALLATION SERVICES*

INSTALLATION SERVICES			
ITEM	TASKS	RESPONSIBILITY	
		SOLACOM	CUSTOMER
1	Uncrate and move SOLACOM equipment to destination in equipment room	R	A
2	Perform on-site inventory of SOLACOM equipment	A	R
3	Replace required backroom equipment	R	I
4	Replace required Call Taker Position equipment at designated areas	R	I
5	Testing of new equipment	R	I

*Table 5-2: NEW EQUIPMENT SUPPORT (ASSUMES SUPPORT AGREEMENT VALID)*

<b>NEW EQUIPMENT SUPPORT (ASSUMES SUPPORT AGREEMENT VALID)</b>			
<b>ITEM</b>	<b>TASKS</b>	<b>RESPONSIBILITY</b>	
		<b>SOLACOM</b>	<b>CUSTOMER</b>
1	Warranty Support of SOLACOM Supplied Equipment	R	I
2	Provide 1st Level On-going telephone support 24/7	R	I
3	Provide 2nd Level On-going telephone support 24/7 (if purchased)	I	R
4	Future purchase of necessary hardware to support SOLACOM software upgrades	C	R

## 6 Cybersecurity Responsibilities

*Table 6-1: CYBERSECURITY ROLES AND RESPONSIBILITIES*

<b>CYBERSECURITY ROLES AND RESPONSIBILITIES</b>			
<b>ITEM</b>	<b>TASKS</b>	<b>RESPONSIBILITY</b>	
		<b>SOLACOM</b>	<b>CUSTOMER</b>
1	Schedule the installation of software and hardware	R	I
2	Connect the Cybersecurity appliances to pre-existing AC power supply	R	I
3	Attach the Cybersecurity appliance to existing network equipment	R	I
4	Establish basic connection to existing network equipment	R	I
5	Load the EDR software on the appropriate end devices	R	I
6	Load the MDR agent on all Windows devices	R	I
7	Configure Syslog forwarding for MDR on the appropriate end devices	R	I
8	Provide all required physical and network access	I	R
9	Provide reasonable cooperation with, and support of, SOLACOM's scheduling and performance	I	R

## 7 Contacts

### 7.1 CUSTOMER Project Contact

CUSTOMER PROJECT CONTACT	
<b>NAME:</b>	
<b>TITLE:</b>	
<b>ORGANIZATION:</b>	
<b>ROLE:</b>	
<b>TELEPHONE:</b>	
<b>EMAIL:</b>	

### 7.2 SOLACOM Project Contacts

SOLACOM PROJECT CONTACT	
<b>NAME:</b>	<b>Denis Aubin</b>
<b>TITLE:</b>	Senior Director, Project Management Office
<b>ROLE:</b>	Project Manager
<b>TELEPHONE:</b>	819-205-8100 ext: 209
<b>EMAIL:</b>	denis.aubin@comtechtel.com

(Note: PM subject to change upon assignment, Denis will assign this project to one of his team members)

SOLACOM SERVICE CONTACT	
<b>NAME:</b>	<b>Ben Monette</b>
<b>TITLE:</b>	Senior Director of Service and Support
<b>ROLE:</b>	Support Manager
<b>TELEPHONE:</b>	1-888-765-2266 ext: 230
<b>EMAIL:</b>	benoit.monette@comtech.com

SOLACOM SALES CONTACT	
<b>NAME:</b>	<b>Tony Parrott</b>
<b>TITLE:</b>	Regional Account Manager
<b>ROLE:</b>	VP Sales
<b>TELEPHONE:</b>	937-609-1911
<b>EMAIL:</b>	Tony.Parrott@comtech.com

### 7.3 SOLACOM Support Team

The SOLACOM System Support & Services Center is staffed by qualified SOLACOM service professionals. We provide the support, service, and know-how you need to seamlessly operate and manage your mission-critical communications infrastructure.

Our support team is available to answer queries and provide information

You may request support online or by phone:

- Web: <https://www.solacom.com/support/>
- Email: ticket@solacom.com
- North America toll free: 1-888-SOLACOM (1-888-765-2266)

- Phone anywhere: +1 819-205-8100
- Normal business hours are Monday to Friday from 08:00 to 20:00 ET.

For **emergency** or **urgent** requests, 7 days per week, 24 hours per day, use the phone numbers above and follow the voice prompts.

# APPENDIX A

## Comtech Solacom Quote

**Solacom Quote: 210909-04-TM\_V07**

**Summary:**

Solacom Quote: 210909-04-TM_V07	USD \$ 832,154.00
Solacom Quote: 221011-01-TM_V01	USD \$ 514,520.01
Total:	USD \$1,346,674.01

**Solacom Quote: 210909-04-TM\_V07**



October 11, 2022 E000016221

**Customer:** Dane Co Public Safety Commun Dane County, WI

**Site:** Dane Co Public Safety Commun  
Room 109, City-County Building  
210 Martin Luther King Jr. Blvd.  
Madison WI 53703-3342  
USA

**Note:** IMPORTANT: See notes included at the bottom of this document regarding computer dimensions and other specifications.

**Detail:** Hardware refresh.

**Please note for a Hardware Refresh:**

The date(s) in parenthesis for the equipment being re-used is the date the specific equipment was purchased.  
Years 6 - 10 Maintenance included on quote 221011-01-TM\_Vxx  
Cyber Security Solution requires 5-year term

Prepared By	Terms	Quote Date	Expiration Date	Salesperson	Customer Currency
tmontgomery	Net 30 Days	Oct 11, 2022	Jan 09, 2023	TP	US Dollars

Central Equipment A			Quantity	List Price	Unit Price	Extended Price
Line	Item					
1	S-Upgrade-v4	Upgrade / Add on for Core System				
	P-ENH ADMIN-R-GA-5YS+	Administrative Server	1.00	\$7,025.00	\$7,025.00	\$7,025.00
	<i>Includes 5 year Support</i>					
	P-STD APP-GA-5YS+	Application Server	1.00	\$7,806.00	\$7,806.00	\$7,806.00
	<i>Includes 5 year Support</i>					
	P-PBX-MEDIA-SRV 5YS+	PBX and Media Server	1.00	\$3,540.00	\$3,540.00	\$3,540.00
	<i>Includes 5 year Support</i>					
	P-GPS-TSK-100F	GPS Time Server Kit with 100' Cable	1.00	\$9,050.00	\$9,050.00	\$9,050.00
	P-GPS-ETH3	GPS Netclock Ethernet 3 Port Adaptor	1.00	\$2,408.00	\$2,408.00	\$2,408.00
	P-BET-M66-25	Building Entrance Terminal 25 circuits	1.00	\$1,056.00	\$1,056.00	\$1,056.00
	<i>Surge protection panel</i>					
	P-IQ500	IQ500 Chassis Kit	1.00	\$3,615.00	\$3,615.00	\$3,615.00
	P-GISSYNCSRVR	GIS Sync server	1.00	\$3,303.00	\$3,303.00	\$3,303.00
	<i>Includes 5 years Support</i>					
	P-SMS4G GTW 1port	Text-from-911 (SMS) Gateway - 1 Port	1.00	\$1,194.00	\$1,194.00	\$1,194.00
	<i>Customer to provide LTE SIM card per gateway port</i>					
	<i>Re-using:</i>					
	<i>1 x Customer Provided 45U Cabinet (2017)</i>					
	<i>2 x Customer Provided Power bar (2017)</i>					
	<i>1 x Fortinet Firewall (2017)</i>					
	<i>1 x HD VoIP (2017)</i>					
	<i>2 x ALI Modem (2017)</i>					
	<i>1 x MSApp (2020)</i>					
	<i>1 x 4-port KVM (2017)</i>					
	<i>2 x 48-port Cisco Switch (2021)</i>					



- 2 x M1K T1 Kit (2017)
- 3 x M1K FXO Module (2017)
- 3 x M1K FXS Module (2017)
- 2 x 4-port IP to Serial device (2017)
- 2 x Cisco 4321 Router (2021)
- 1 x Guardian Controller License (2017)
- 1 x Guardian Text-from-911 Base License (2017)
- 1 x MIS Controller License (2017)

Line 1 price **\$38,997.00**

Central Equipment B			Quantity	List Price	Unit Price	Extended Price
Line	Item					
<b>2</b>	<b>S-Upgrade-v4</b>	<b>Upgrade / Add on for Core System</b>				
	P-ENH ADMIN-GB-5YS+	Administrative Server	1.00	\$7,025.00	\$7,025.00	\$7,025.00
	<i>Includes 5 year Support</i>					
	P-STD APP-GB-5YS+	Application Server	1.00	\$7,806.00	\$7,806.00	\$7,806.00
	<i>Includes 5 year Support</i>					
	P-PBX-MEDIA-SRV 5YS+	PBX and Media Server	1.00	\$3,540.00	\$3,540.00	\$3,540.00
	<i>Includes 5 year Support</i>					
	P-BET-M66-25	Building Entrance Terminal 25 circuits	1.00	\$1,056.00	\$1,056.00	\$1,056.00
	<i>Surge protection panel</i>					
	P-IQ500	IQ500 Chassis Kit	1.00	\$3,615.00	\$3,615.00	\$3,615.00
	P-GISSYNCSRV	GIS Sync server	1.00	\$3,303.00	\$3,303.00	\$3,303.00
	<i>Includes 5 years Support</i>					
	P-SMS4G GTW 1port	Text-from-911 (SMS) Gateway - 1 Port	1.00	\$1,194.00	\$1,194.00	\$1,194.00
	<i>Customer to provide LTE SIM card per gateway port</i>					
	P-GPS-Time Server	GPS Time Server Kit, No Cables	1.00	\$9,360.00	\$9,360.00	\$9,360.00
	<i>Re-using:</i>					
	<i>1 x Customer Provided 45U Cabinet (2017)</i>					
	<i>2 x Customer Provided Power bar (2017)</i>					
	<i>1 x Fortinet Firewall (2017)</i>					
	<i>1 x HD VoIP (2017)</i>					
	<i>1 x ALI Modem (2017)</i>					
	<i>1 x GPS Time Server 100' Cable (2017)</i>					
	<i>1 x GPS Netclock Ethernet 3 Port Adaptor (2017)</i>					
	<i>1 x 4-port KVM (2017)</i>					
	<i>2 x 48-port Cisco Switch (2021)</i>					
	<i>2 x M1K T1 Kit (2017)</i>					
	<i>4 x M1K FXO Module (2017)</i>					
	<i>3 x M1K FXS Module (2017)</i>					
	<i>2 x 4-port IP to Serial device (2017)</i>					
	<i>2 x Cisco 4321 Router (2021)</i>					
	<i>1 x Cisco EHWIC 1GbE wired &amp; SFP port (2021)</i>					
	<i>1 x SFP Xceiver 1G ZX LC Cisco Compatible (2021)</i>					
	<i>1 x Guardian Controller License (2017)</i>					
	<i>1 x MIS Controller License (2017)</i>					

			Line 2 price		<u>\$36,899.00</u>	
<b>PSAP 1</b>			<b>Quantity</b>	<b>List Price</b>	<b>Unit Price</b>	<b>Extended Price</b>
<b>Line</b>	<b>Item</b>					
<b>3</b>	<b>S-PSAPv4</b>	<b>PSAP &amp; Accessories</b>				
	P-TCH MON 24in	Touch Monitor 24"	21.00	\$473.00	\$473.00	\$9,933.00
	P-KYPADU6	Keypad - 24 Button 6' Cable W/10' ext	21.00	\$109.00	\$109.00	\$2,289.00
	P-SUP POS-5YS+	Superior Position PC	21.00	\$2,664.00	\$2,664.00	\$55,944.00
	<i>Includes 5 year Support</i>					
	P-STD POS-5YS+	Standard Position PC	1.00	\$1,615.00	\$1,615.00	\$1,615.00
	<i>Includes 5 year Support</i>					
	C2213588-1 SR1	NIC DP PCIe i350	21.00	\$210.00	\$210.00	\$4,410.00
	<i>Re-using:</i>					
	21 x PACII (2017)					
	1 x 50" Wallmount TV (2017)					
	21 x IRR (2017)					
	1 x Guardian Status Package Software (2017)					
	16 x Guardian Position License (2017)					
	5 x Guardian Backup Position License (2017)					
	21 x MIS Position License (2017)					
	21 x Guardian Text-from-911 Position License (2017)					
	21 x Guardian Map Position License (2017)					
	21 x Guardian Map Sync Position License (2017)					

			Line 3 price		<u>\$74,191.00</u>	
<b>PSAP 2</b>			<b>Quantity</b>	<b>List Price</b>	<b>Unit Price</b>	<b>Extended Price</b>
<b>Line</b>	<b>Item</b>					
<b>4</b>	<b>S-PSAPv4</b>	<b>PSAP &amp; Accessories</b>				
	P-TCH MON 24in	Touch Monitor 24"	14.00	\$473.00	\$473.00	\$6,622.00
	P-KYPADU6	Keypad - 24 Button 6' Cable W/10' ext	14.00	\$109.00	\$109.00	\$1,526.00
	P-SUP POS-5YS+	Superior Position PC	14.00	\$2,664.00	\$2,664.00	\$37,296.00
	<i>Includes 5 year Support</i>					
	P-STD POS-5YS+	Standard Position PC	1.00	\$1,615.00	\$1,615.00	\$1,615.00
	<i>Includes 5 year Support</i>					
	C2213588-1 SR1	NIC DP PCIe i350	14.00	\$210.00	\$210.00	\$2,940.00
	<i>Re-using:</i>					
	14 x PACII (2017)					
	14 x IRR (2017)					
	1 x Guardian Status Package Software (2017)					
	14 x Guardian Backup Position License (2017)					
	14 x MIS Position License (2017)					
	14 x Guardian Text-from-911 Position License (2017)					

14 x Guardian Map Position License (2017)  
 14 x Guardian Map Sync Position License (2017)

Line 4 price \$49,999.00

Guardian Mobile			Quantity	List Price	Unit Price	Extended Price
Line	Item					
5	S-UpgradePos-v4	Guardian Mobiles	1.00			
	Re-using:					
	8 x Guardian Mobile (2020)					
	8 x 24" Touch Monitor (2020)					
	8 x PACII (2020)					
	8 x Genovation Keypad (2020)					
	8 x Docking Station (2020)					
	8 x Guardian Backup Position License (2020)					
	8 x MIS Position License (2020)					
	8 x Guardian Text-from-911 Position License (2020)					
	8 x Guardian Map Position License (2020)					

Admin Phone System			Quantity	List Price	Unit Price	Extended Price
Line	Item					
6	S-PSAPv4	PSAP & Accessories				
	P-KYPADU6	Keypad - 24 Button 6' Cable W/10' ext	1.00	\$109.00	\$109.00	\$109.00
	P-SUP POS-SYS+	Superior Position PC	1.00	\$2,664.00	\$2,664.00	\$2,664.00
	<i>Includes 5 year Support</i>					
	C2213588-1 SR1	NIC DP PCIe i350	1.00	\$210.00	\$210.00	\$210.00
	Re-using:					
	1 x PACII (2017)					
	1 x IRR (2017)					
	1 x Guardian Backup Position License (2017)					
	1 x MIS Position License (2017)					
	1 x Guardian Text-from-911 Position License (2017)					
	1 x Guardian Map Position License (2017)					
	1 x Guardian Map Sync Position License (2017)					

Line 6 price \$2,983.00

Spares			Quantity	List Price	Unit Price	Extended Price
Line	Item					
7	S-Spare-v4	Spare parts				
	P-TCH MON 24in	Touch Monitor 24"	1.00	\$473.00	\$473.00	\$473.00
	P-KYPADU6	Keypad - 24 Button 6' Cable W/10' ext	2.00	\$109.00	\$109.00	\$218.00
	P-SUP POS-SYS+	Superior Position PC	1.00	\$2,664.00	\$2,664.00	\$2,664.00

Includes 5 year Support

Re-using:

- 1 x HD VoIP (2017)
- 1 x M1K FXO Module (2017)
- 1 x M1K FXS Module (2017)
- 1 x M1K Power Supply (2017)
- 1 x PACII (2017)

Line 7 price \$3,355.00

Line	Item	Quantity	List Price	Unit Price	Extended Price
<b>8</b>	<b>S-Installation-v4</b>				
	<b>Installation Services Offering</b>				
	SV-InstDaily	20.00	\$1,300.00	\$1,300.00	\$26,000.00
	SV-SOLAPS	2.00	\$1,620.00	\$1,620.00	\$3,240.00
	SV-T&L1stD	2.00	\$1,700.00	\$1,700.00	\$3,400.00
	SV-T&LSubD	18.00	\$255.00	\$255.00	\$4,590.00
	SV-InstT&Lprem	4.00	\$255.00	\$255.00	\$1,020.00
	SV-ServerSetup	13.00	\$900.00	\$900.00	\$11,700.00
	<i>Import existing Database and tune existing configuration for usability with newer servers and Operating system. Load updated config onto new servers.</i>				
	SV-PositionSetup	36.00	\$600.00	\$600.00	\$21,600.00
	<i>Tune existing PC configuration and import for usability with Newer PC and Operating system. Load updated config onto new PC.</i>				
	SV-SiteAudit	1.00	\$4,000.00	\$4,000.00	\$4,000.00
	<i>System technical audit:          - Audit coordination          - Assess system design, connectivity, user interface usage, call flow and site conditions          - Review system changes from original to determine changes required for new updated configuration manual          - Review, determine and produce system upgrade plan based on current configuration</i>				
	SV-MISTR-G	1.00	\$1,045.00	\$1,045.00	\$1,045.00
	SV-PSUpgrade	1.00	\$12,900.00	\$12,900.00	\$12,900.00
	<i>Ensure accurate hardware requirements          Assess database requirements and provide guidance          Assist with management of upgrade requirements</i>				
	SV-Remote ESInet Setup-PSAP	1.00	\$2,500.00	\$2,500.00	\$2,500.00
	<i>Solacom will provide remote ESInet setup for remote PSAP, configuration of Guardian, readiness testing, additional customer training, and cutover remote support to the channel/customer in order to facilitate provisioning changes within the Guardian system to connect a new IP connection for voice. This service is for the remote technical support, testing and provisioning effort only and does not include any equipment (firewall, SBC) and/or software that may be deemed necessary as part of this process. Solacom will be available for call through testing which is capped at eight hours after which additional charges may apply. HA Fortigate and M800 SBC (devices that may be required depending upon the call delivery configuration from the provider</i>				

SV- Remote ESInet Setup	Remote ESInet Set-up	1.00	\$5,500.00	\$5,500.00	\$5,500.00
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*Solacom will provide remote ESInet setup, configuration of Guardian, readiness testing, additional customer training, and cutover remote support to the channel/customer in order to facilitate provisioning changes within the Guardian system to connect a new IP connection for voice. This service is for the remote technical support, testing and provisioning effort only and does not include any equipment (firewall, SBC) and/or software that may be deemed necessary as part of this process. Solacom will be available for call through testing which is capped at eight hours after which additional charges may apply.  
HA Fortigate and M800 SBC (devices that may be required depending upon the call delivery configuration from the provider)*

**Line 8 price** **\$97,495.00**

<b>9</b>	<b>S-Professional Services-v2</b>	<b>Professional Services offering</b>				
	SV-PMDaily	Project Management - Daily Rate	4.00	\$1,150.00	\$1,150.00	\$4,600.00

**Professional Services sub-total:** **\$102,095.00**

Managed Services	Quantity	List Price	Unit Price	Extended Price
Line	Item			

<b>10</b>	<b>S-Managed Services-v2</b>	<b>Managed Services Offering</b>				
	SV-ARM-Guardian-5Y	Act. Remote Monitoring Per Pos - 5 Years	16.00	\$1,720.00	\$1,720.00	\$27,520.00
	SV-ARM-Guardian-B5	Act. Remote Monitoring/ BU Pos - 5 Years	28.00	\$860.00	\$860.00	\$24,080.00
	SV-AVMgr-5yrs	AntiVirus Management/Position - 5 Years	44.00	\$450.00	\$450.00	\$19,800.00
	SV-OS MGTCore-5Y	Server Windows Patch Management 5 year	13.00	\$1,800.00	\$1,800.00	\$23,400.00
	SV-OS MGTPos-5Y	Position Windows Patch Management 5 year	44.00	\$1,050.00	\$900.00	\$39,600.00

**Line 10 price** **\$134,400.00**

Managed Services- Cyber Security - 5 Years Upfront Payment	Quantity	List Price	Unit Price	Extended Price
Line	Item			

<b>11</b>	<b>S-Upgrade-v4</b>	<b>Cyber Security Solution</b>				
	P-SSP-ADM-R-GA-5YS+	SFF Administration / MIS Server	2.00	\$6,246.00	\$6,246.00	\$12,492.00
		<i>Includes 5 year Support</i>				
	SV-CS MDR-Setup	Detection & Response services Setup	1.00		\$4,788.00	\$4,788.00
	SV-SOLAPS	Remote Solacom System Engineering 1 Day	5.00	\$1,620.00	\$1,620.00	\$8,100.00

**Line 11 price** **\$25,380.00**

<b>12</b>	<b>S-Professional Services-v2</b>	<b>Cyber Security Services</b>				
	SV-SOLAPS	Remote Solacom System Engineering 1 Day	20.00	\$1,620.00	\$1,620.00	\$32,400.00
		<i>4 per year</i>				
	SV-CS MDR-1Y	Managed Detection & Response services	5.00		\$65,592.00	\$327,960.00
		<i>1 per year</i>				

**Line 12 price** **\$360,360.00**

Managed Services- 5 Years Upfront Payment sub-total: \$385,740.00

Shipping Line	Item	Quantity	List Price	Unit Price	Extended Price
13	ShippingFee	1.00	\$1.00	\$3,495.00	\$3,495.00

Please send PO to CST-POCST@comtech.com

Sale Amount: \$832,154.00

Total Amount: \$832,154.00

**Options**

Item	Quantity	List Price	Unit Price	Extended Price
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**Central Equipment A**

P-ENH MIS-5YS+	Enhanced MIS Server	1.00	9,057.00	9,057.00	9,057.00
<i>Includes 5 year Support</i>					
P-IQ500	IQ500 Chassis Kit	1.00	3,615.00	3,615.00	3,615.00
P-M800 SBC	M800 SBC Non-HA, 30 Sessions	1.00	5,298.00	5,298.00	5,298.00

**Central Equipment B**

P-ENH MIS-5YS+	Enhanced MIS Server	1.00	9,057.00	9,057.00	9,057.00
<i>Includes 5 year Support</i>					
P-IQ500	IQ500 Chassis Kit	1.00	3,615.00	3,615.00	3,615.00
P-M800 SBC	M800 SBC Non-HA, 30 Sessions	1.00	5,298.00	5,298.00	5,298.00

**PSAP 1**

P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	21.00	126.75	127.00	2,667.00
P-DP HANDSET_6W NC	2 Prong Noise Cancel Handset - 6 Wires	21.00	131.63	132.00	2,772.00
P-DP HDSET MN-P	Dual Prong Mono Headset w/PTT	21.00	332.00	332.00	6,972.00
P-DP HDSET ST-P	Dual Prong Binaural Headset w/PTT	21.00	375.38	375.00	7,875.00

**PSAP 2**

P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	14.00	126.75	127.00	1,778.00
P-DP HANDSET_6W NC	2 Prong Noise Cancel Handset - 6 Wires	14.00	131.63	132.00	1,848.00
P-DP HDSET MN-P	Dual Prong Mono Headset w/PTT	14.00	332.00	332.00	4,648.00
P-DP HDSET ST-P	Dual Prong Binaural Headset w/PTT	14.00	375.38	375.00	5,250.00

**Admin Phone System**

P-DP HANDSET_6W	Dual Prong Handset - 6 Wires	1.00	126.75	127.00	127.00
P-DP HANDSET_6W NC	2 Prong Noise Cancel Handset - 6 Wires	1.00	131.63	132.00	132.00
P-DP HDSET MN-P	Dual Prong Mono Headset w/PTT	1.00	332.00	332.00	332.00
P-DP HDSET ST-P	Dual Prong Binaural Headset w/PTT	1.00	375.38	375.00	375.00
P-TCH MON 24in	Touch Monitor 24"	1.00	473.00	473.00	473.00



**Solacom Quote: 221011-01-TM\_V01**

October 11, 2022 E000016222

**Customer:** Dane Co Public Safety Commun Dane County, WI

**Site:** Dane Co Public Safety Commun  
Room 109, City-County Building  
210 Martin Luther King Jr. Blvd.  
Madison WI 53703-3342  
USA

**Note:** IMPORTANT: See notes included at the bottom of this document regarding computer dimensions and other specifications.

**Detail:** Hardware refresh Years 6 - 10 Maintenance for quote 210909-04-TM\_Vxx

Prepared By	Terms	Quote Date	Expiration Date	Salesperson	Customer Currency
tmontgomery	Net 30 Days	Oct 11, 2022	Jan 09, 2023	TP	US Dollars

Line	Item	Quantity	List Price	Unit Price	Extended Price
<b>1</b>	<b>S-MAINTENANCE-V3</b>				
	<b>Maintenance and Support Offering</b>				
	MT-SSGUARD-05	44.00	\$4,680.00	\$4,680.00	\$205,920.00
	MT-Warranty	1.00		\$0.00	\$0.00
	<i>The Guardian first year warranty covers all Hardware for the first year.</i>				
	MT-HSGUARD-0610	1.00		\$52,788.01	\$52,788.01
	<i>The Guardian hardware support program covers all hardware purchased from Solacom with the following exceptions: 1. Computers and servers are excluded, and are covered under manufacturer support for up to five (5) years. 2. Monitors, keyboards and mouse devices purchased with the initial computer order will carry the same support purchased for the associated computer or server. 3. UPS, Individually purchased; Keyboards, mouse devices, headsets, and handsets are covered under the initial one (1) year warranty and are not eligible for extended support.</i>				
	MT-MAPSTDPOS-05	44.00	\$2,133.50	\$2,133.50	\$93,874.00
	<i>For Guardian Mapping Standard Solution. Doesn't include GIS data updates. GIS data Updates need to be purchased separately.</i>				
	MT-MAPSYNCPOS-05	36.00	\$102.00	\$102.00	\$3,672.00
	MT-STATPS5	2.00	\$1,553.00	\$1,553.00	\$3,106.00
	SV-CT SMSConn	275.00	\$473.85	\$474.00	\$130,350.00
	MT-LumenVoice	5.00		\$4,962.00	\$24,810.00
				<b>Line 1 price</b>	<b>\$514,520.01</b>

Please send PO to CST-POCST@comtech.com

**Sale Amount:** \$514,520.01

**Total Amount:** \$514,520.01

**Options**

Options are not required and made available only for your review and consideration. Any desired options must be added into the quote via the quote revision request process due to associated services time and applicable hardware support.

Item	List Price	Unit Price	Extended Price
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**Solacom Call Taker Computer Specifications.**  
Subject to Revision or Modification on all Expired Quotes.

Features	STANDARD	ENHANCED	SUPERIOR
PC Type	Yes	Yes	No
Workstation	No	No	Yes
Processor	i3	i3	Intel Xeon
RAM	4 GB	8 GB	8 GB
PCIe Slots	2	2	6
Sound Card	1	1	1
Graphic Card	On-board	1	2
Monitor Supported	2	2	6
Monitor Cables Provided	No	1 HDMI to HDMI 1 DVI to DP	No
Adapters Provided	No	No	6 mDP to DP
NIC Teaming	Optional	No	Optional
Guardian Map	No	Yes	Yes
3rd Party Software Cohabitation	No	Certified 3rd Party Map	Certified 3rd Party Map Certified CAD
Physical Size (HeightxLengthxDepth)	11.5 x 3.7 x 11.4"	11.5 x 3.7 x 11.4"	16.3 x 6.8 x 22"



When a Solacom solution configuration includes a FortiGate edge device, it has been included for the known interfaces at the time of implementation. If interface requirements change in the future, including but not limited to, the ESInet using IPv6, SIP over TLS (Secure SIP), SRTP (Secure RTP), deep packet inspection and manipulation, etc., an additional edge device(s) may be required. Additionally, if transcoding is required (i.e., from ARM or ARM-WB to G711uLaw), an additional edge device may also be required.

**Terms and conditions**

1. All prices quoted in USD Dollars exclude any applicable taxes.
2. Duty and taxes not included in price.
3. Any order shall be subject to credit approval by Solacom Technologies Inc.
4. Milestones: PO, Shipping, Installation, In Operation.
5. There is a \$1,500.00 minimum order requirement as applicable. Orders under \$1,500.00 may include an associated administrative fee.
6. Payment terms: 50% on PO, 25% on Shipment, 15% install, 10% in operation.
7. Annual system support payment due prior to expiration of support plan.
8. Subject to Solacom Technologies standard warranty terms and conditions
9. Maintenance and support is subject to Solacom Technologies Maintenance and Support Policies



## APPENDIX B

### Site Acceptance Testing Matrix

## Site Refresh Checklist

	Tasks	Pre-Refresh Pass/Fail	Post-Refresh Pass/Fail	Comments
<b>1</b>	<b>IQ Admin</b>			
	a. Verify Connection Status (VSOS, Iqscript, Liberty Server)			
	b. Verify Proxies Status (B-to-B and Phone)			
	c. Verify Incoming Call and Routing Policies			
	d. Verify Alarm Viewer			
	e. Verify Logical View			
	f. Verify Physical View			
	g. Verify Resource Phone Numbers			
	h. Verify APP server replication			
	i. Verify all call handling works properly when system is moved to Side B			
	j. Verify APP server backups are working correctly			
<b>2</b>	<b>Network</b>			
	a. Verify connectivity			
	b. Check for duplicated IP's			
	c. Verify Ethernet Switch Programming and Anomiles (Broadcast Storm, etc.)			
	d. If Geo Diverse ping each side and note any anomalies			
<b>3</b>	<b>Edge IQ/APP Servers</b>			
	a. Verify BWSpan			
	b. Verify RTPSourceParameters			
	c. Verify VoipSpan			
	d. Verify VoIPBW			
	e. Verify VoIPRTTPackets			
	f. Verify VoIP card ports			
	g. Verify VoIP Control and RTP ports are functioning correctly. Switch both ports by removing the cable to verify proper operation.			
	h. Verify PRI (if applicable)			
<b>4</b>	<b>Guardian Workstations</b>			

	a. Verify Configuration File			
	b. Verify Audio on all workstations			
	c. Verify Map (if applicable)			
	d. Verify if there are any other issues, i.e. IRR, keyboard, mouse			
	e. Verify radio integration (if applicable)			
	f. Verify ALI is being displayed properly on the Guardian screen and CAD.			
	g. Verify Rapid SOS if working correctly on the Guardian screen and map (if applicable)			
<b>5</b>	<b>Externals</b>			
	a. Verify EG/MG/Mediant programming. Back up the configurations.			
	b. Verify that all ALI links are operational			
	c. Make 911/Admin test calls. Verify all trunks are operational. Use Event Log Manager or MIS if necessary.			
	d. Verify that Netclock functional and all hardware synced (NTP client). Note any exceptions.			
	e. Verify Voice Logger is recording all entities			
	f. Verify CAD spill			
	g. Verify SIP trunk (if applicable)			
	h. Verify PRI (if applicable)			
	i. Verify the UPS(s) are working correctly and are able to operate with the AC power removed. Check batteries.			
	j. Verify MIS is collecting data correctly.			
<b>6</b>	<b>PBX and SIP Phones</b>			
	a. Verify PBX and all phones are functional			
	b. Verify Voice Mail feature is working properly			
	c. Verify IVR is working correctly			
	d. Verify queued messages is working correctly			