



Date: April 17, 2017

To: Office of Emergency Management
Deirdre Habershaw
One City Hall Square Room 804
Boston, MA 02201

From: Rich Ahern
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Re: Support and Service Agreement for DVTEL system

Quote is to bring the SSA Platinum Level for the DVTEL system for the CIMS Global Account up to date and covered through June 30, 2018. The CIMS Global Account covers the following systems:

CIMS Everett Police
CIMS Boston Police
CIMS Cambridge Police
CIMS Chelsea Police
CIMS Quincy Police
CIMS Revere Police
CIMS Winthrop Police
CIMS Somerville Police
CIMS Brookline Police Department
CIMS Hancock Building

If you have any questions, please call me at (781) 680-5902 or simply e-mail me at rahern@lan-tel.com.

I look forward to reviewing our proposal with you and thank you again for your continued consideration of LAN-TEL Communications, Inc.



Quote Summary:

LAN-TEL Communications, Inc.’s lump sum quote for one year SSA Platinum Level for the DVTEL system in place for the CIMS Global Account. Labor for software upgrades is not included and will be billed at \$130/hour. Contract provides the client with the access to software upgrades released by DVTEL, phone access and remote access for support during normal business hours (8am – 5pm) and Cloud Services.

Scope of work:

- This service agreement provides only access to software upgrades, remote support and cloud services. All labor will be billed at \$130/hour
- DVTEL software updates and maintenance support as part of the Support and Service Agreement
- Time period – contract will expire on June 30, 2018
- Service contract will not cover the following:
 - Negligence, abuse, theft, power problems, power or line surges, alterations of the equipment by other than the provider, vandalism, damage by water/liquid, and any accidental damage.

Exclusions:

- All labor
- All labor will be executed during regular hours between 8:00 am and 5:00 pm Monday through Friday excluding holidays.

Cost for the above proposal will be \$51,530.00

SUMMARY:	SUB TOTALS:	Service Contract:	\$ 51,530.00
	TOTAL:		<u>\$ 51,530.00</u>

Qualifications:

1. All work to be performed between 8:00AM and 5:00 PM Monday through Friday, excluding holidays, unless otherwise directed, with premium labor adjustments applied per approved change order protocol.
2. All security work is to be performed by LAN-TEL all of whom are members of the IBEW.

LAN-Tel Communications, Inc.

Office of Emergency Management

By *Rich Ahern*

By

Date 4/17/17

Date