



Date: February 12, 2019

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

From: Eric Johnson
Lan-Tel Communications Inc.
1400 Providence Highway, Suite 3100
Building 3
Norwood, MA 02062
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Re: Support and Service Agreement for FLIR System:

Quote enclosed is to bring the SSA Platinum Level for the FLIR system for the CIMS Global Account up to date and covered from April 1, 2019 – April 1, 2020. The CIMS Global Account covers the following systems:

- **CIMS Everett Police**
- **CIMS Boston Police**
- **CIMS Chelsea Police**
- **CIMS Quincy Police**
- **CIMS Revere Police**
- **CIMS Winthrop Police**
- **CIMS Somerville Police**
- **CIMS Brookline Police Department**

If you have any questions, please call me at 617-785-8254 or simply e-mail me at ejohnson@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 FLIR 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 FLIR, phone access and remote access for support 24 hours x 7 days. Provides Guaranteed response time.

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 April 1, 2019
- 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 \$57,891.00

SUMMARY:	SUB TOTALS:	Service Contract:	\$ 57,891.00
	TOTAL:		<u>\$ 57,891.00</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.