



March 20, 2020

Morehead 911  
Attention: Karen Lewis, Director  
105 East Main Street  
Morehead, Kentucky 40351

RE: Morehead Host/Remote System RFP

As a "Host Provider", the Lexington Division of Enhanced 911's Central Kentucky 911 Network (CKY911net) appreciates the opportunity to respond to your RFP for Remote Customer Premise Equipment. The Lexington-Fayette Urban County Government's (LFUCG) Division of Enhanced 911 is responsible for the Central Kentucky 911 Network (CKY911net), which has been a Category 1 'Host/Remote' provider of 911 ANI/ALI controller services and ALI/DBMS services for 911 agencies since 2011 (Criteria 8). Lexington's goal is to provide a cost-effective host/remote solution to 911 centers.

If awarded the agreement, key points of contact for this project are:

Lexington Division of Enhanced 911

- Robert Stack, Director, 859-280-8184, [rstack@lexington911.ky.gov](mailto:rstack@lexington911.ky.gov);
- Scott Osborne, PSAP Manager, 859-280-8172, [sosborne@lexington911.ky.gov](mailto:sosborne@lexington911.ky.gov);
- Criss Chancellor, AK Associates Kentucky, 603-432-5755, [cchancellor@akassociates911.com](mailto:cchancellor@akassociates911.com)

All three individuals have offices at 115 Cisco Road, Lexington, KY 40504

For hardware/software support at all hours, the Rowan County E911 personnel can contact AK Associates at 866-342-6206 or [kentuckysupport@akassociates911.com](mailto:kentuckysupport@akassociates911.com)

CKY911net is an ESInet in compliance with NG911 and provides a highly reliable and cost effective point-to-point delivery of 911 calls throughout the state. The overall IP network is provided by Windstream via their multi-node Multi-Protocol Label Switching (MPLS). Lexington has completed its roll-out of text-to-911 and four other PSAPs in the network are also participating in that expansion of services to communities in Kentucky. An integrated text-to-911 solution is available as an option through INdigital when Morehead 911 is ready. Lexington has retained managed services provider Kraus Associates Inc., d/b/a AK Associates, under a long-term contract to provide Solacom



trained technicians who are available 24/7/365 and are capable of providing rapid remote diagnostics and on-site support for major technical issues typically within two (2) hours. Most technical issues and software updates can be handled remotely.

Lexington's network is supported by geo-diverse Selective Routers and Controllers located at the Windstream Co-Lo, 151 N. Martin Luther King Blvd and at the Public Safety Operations Center, 115 Cisco Road, both in Lexington.

This cover letter and the following RFP requirements response document meet Requirement 1 in the RFP.

The remote positions will be due for a hardware refresh when they have been in use for five years from the date the center goes live on the CKY911net. While it's not possible to state exactly how much a hardware refresh will cost in five years, current pricing for a refresh is approximately \$6,000 per position. The agency is encouraged to save for a future refresh and anticipate Solacom price increases over the same time period. I recommend that your grant application outline a sustainability plan so that a refresh is funded by the agency when it comes due in five years.

I recommend that Morehead 911 check with its logging recorder manufacturer to determine if it is compatible with Solacom Guardian.

Find attached a letter from Solacom that attests to their hardware and software complying with NG911 standards and also holding Rowan County harmless in the event that there is a claim filed against Solacom for patent infringement, both of which are in compliance with instructions/requirements at the bottom of Page 12 of the grant application.

Requirement #2 the RFP still needs either a statement or an attachment indicating whether Rowan County will need to retain trunk lines after it goes live on CKY911net. Criss needs to address this.

Still Needed:

If you have any questions about any information contained in this proposal, please feel free to give me a call at (859) 280-8184. Thank you for this opportunity.



Robert Stack, Director  
Lexington Division of Enhanced 911

File: ?

## **Request for Pricing for a NG E-911 Hosted Remote 911 System**

The City of Morehead is seeking KOHS/CMRS grant funding to replace the existing stand-alone 911 system in a newly constructed communication facility with a hosted 911 solution. The hosted remote equipment must be compliant and capable of alternate routing to a neighboring county for maximum up-time for answering 911. All pricing must be valid thru August 30, 2020. The hosted remote equipment (a/k/a customer premise equipment) must serve four answering positions within the communications center.

### **Purpose**

1. City of Morehead is currently in the process of constructing a new communications center. All equipment, systems and existing infrastructure will be abandoned with the current facility once the new building has been equipped and ready for operation.
2. The City of Morehead is currently using a stand- alone I3 complaint 911 system and telephone controller. It is the desire of the City of Morehead to purchase and install a NG911 complaint hosted system that will alternately route to a neighboring county and deliver ANI/ALI with the call so that this center is capable of operating in a neighboring county as a back-up.
3. The City of Morehead will also be purchasing a IP-PBX telephone control system. While the telephone controller is not part of this RFP, vendor should identify the compatibility of their proposal with IP-PBX phone systems. Should a vendor sell IP-PBX they may make recommendation on which system is more compatible with their purposed hosted solution. The vendor must explain their experience with integrating an IP based phone system with the remote positions submitted in the response.

### **Requirements**

1. Cover letter stating the composition and proposed hosted/remote solutions for four 911 answering positions.
  - a. Meets
2. The center currently has a minimum of ten 911 lines/trunks. The response must specify if the proposed solution requires continued use of trunk lines.
  - a. The proposed Solacom Host/Remote Solution will not require the continued use of these analog trunks. All 911 traffic for this jurisdiction will be delivered via VoIP to the remote Solacom workstations.
3. Detailed pricing sheet for hardware, software, shipping, training, installation and warranties.

- a. See Attachment 1 for detailed pricing from AK Associates.
4. Vendor shall provide detailed description for their proposed infrastructure/network connection. Vendor shall provide type of connections and contact information for any subcontractor that may be employed by the vendor supplying the circuits.
  - a. See Attachment 2. The proposed Solacom Host/Remote Solution operates in an IP based network riding on a Managed/Private MPLS under Windstream. The PSAP will purchase this 10 Mbs connection directly from Windstream.
5. Vendor shall identify monthly recurring costs after the system goes live, to include the sum paid to the vendor and sum due to a telephone carrier for MPLS
  - a. See Attachment 3 which includes an agreement between your PSAP and Lexington which will be signed after you have received your grant award.
6. Vendor shall identify the capability of their host remote solution to support alternate routing and overflow call routing to one or more neighboring counties and how to transfer service indefinitely to a neighboring county due to flood, fire, tornado or other event that may render the PSAP inoperable.
  - a. The PSAP Director can designate an alternate PSAP, PSAP's or established back-up phones, to which 911 calls will be routed automatically, in the event of an Overflow of Calls, No Answer of Calls, Natural Disaster, or Network Outage for an undetermined period of time encompassing the emergency situation. If needed, This re-route can be changed, per request from the Director, at any time, dependent upon the situation.
7. Vendor shall provide information on their recommendation to refresh hardware, how often that will occur, and the estimated cost based on 2020 pricing for a refresh so that the agency can prepare for a future expense.
  - a. Hardware refresh at the PSAP only includes the PC that Solacom Guardian operates on. This does not include monitors or peripherals unless requested by the PSAP. The cost for this hardware refresh, at today's rates, is \$6000 per position, which includes software licensing. It should be noted that this refresh pricing comes through AK Associates, not CKY911 Network.
8. CKY911net deployed its first host/remote solution in Kentucky in 2011 (Bath County 911). Find attached a Kentucky map showing the location of counties on the network and list of Kentucky counties served by CKY911net.
9. AK Associates will provide Rowan County E911 with a sample letter to send to telephone carriers informing them of its intent to become a host/remote solution on CKY911net.

#### **Criteria for RFP**

1. Cover sheet including company name, address, and contacts associated with the project.
  - a. Included

2. Vendor shall provide an equipment list identifying all equipment, software and network connections including all associated costs.
  - a. Included
3. Vendor shall also provide solutions for network interface
  - a. Included
4. Vendor shall provide solutions for integration with IP-PBX and associated costs.
  - a. CKy911 and AK Associates will need to discuss this with Morehead in order to obtain more information. However, SIP integration between Solacom Guardian and an IP based PBX system is possible and in use at other CKy911 network partners, including Lexington 911. We would require more detailed information on Morehead's specific PBX system of choice.
5. Vendor shall provide warranties, service agreement and associated recurring and non-recurring costs.
  - a. Recurring monthly expenses are detailed in Attachment 4 (Appendix B)
6. Vendor or manufacture recommendations for hardware replacement.
  - a. Hardware refresh of PSAP equipment at 5 year intervals as mentioned above.
7. Vendor may provide any recommendations that will promote the overall efficiency of this proposed project.
8. Vendor shall provide information on the number of years it has deployed a host/remote solution in Kentucky and a list of PSAPs in the state that currently use the solution.
  - a. CKy911 Network began in 2006 and a map of Kentucky Counties participating in the network presently is attached.
9. Vendor shall provide an explanation for the assistance, if any, for carrier notification required as part of a remote customer premise equipment deployment.
  - a. CKy911 Network and AK Associates can assist in identifying the carriers in your area that will need to be notified.

**Responses will be evaluated for the best value to the customer using the following criteria**

1. Companies current workload ability to complete project in a timely manner
2. Completeness and accuracy of the vendor's response
3. Implementation schedule (project timeline)
4. Options and/or recommendations that may promote the overall efficiency of the project and its interfaces
5. Overall project cost including the breakdown of all major components, installation, maintenance, warranties and labor.
6. Experience with host/remote solutions deployed in Kentucky.

7. Ability to provide alternate routing capability with a neighboring county that permits for relocation of the PSAP following a peril.

**Project Award**

1. City of Morehead reserves the right to reject any or all responses for this request for pricing without explanation or qualification
2. All pricing shall remain good thru August 30, 2020
3. While price is a consideration the proposal deemed to be closest to meeting the city's needs may be awarded an invitation to negotiate a purchasing contract.



A Subsidiary of  
Comtech Telecommunications Corp.

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March 30, 2020

To: City of Morehead, Kentucky / Rowan County

Re: REQUEST FOR PROPOSALS FOR AN NG911 COMPLIANT HOSTED REMOTE PHONE SYSTEM

To whom it may concern,

Comtech Solacom Technologies warrants that the equipment purchased is next generation 911 enabled and will not require additional modifications or updates in order to connect to an approved i3 solution, as defined by NENA.

The Solacom Guardian NG911 System was developed in accordance to the i3 NENA 08-003 standards, providing simplified means of integration with any NENA compliant software/product. Solacom is dedicated to ensuring compliance with open industry standards, allowing for interoperability between vendors and systems. Solacom is helping to define next generation 911 through NENA initiatives, such as Proof of Concept and Industry Collaboration Events.

In addition, Solacom, in collaboration with AK Associates, will hold the purchaser harmless from any costs and actions in the event of any claim or allegation of patent infringement against Solacom or AK Associates for any hardware, software, service or technology purchased under the auspices of any resulting contract, assuming that the user is using the solution as authorized and that no modifications have been performed, and under the relevant terms and conditions to be negotiated at the time of any contract award.

We look forward to working with your team, to deliver a solution which accomplishes your specific goals to meet the needs of your community and to assist you in delivering the ongoing requirements of NG911. If you have any questions, or require any additional information, please feel free to contact me by calling 440-984-1550 or via email at [greg.dixon@comtechtel.com](mailto:greg.dixon@comtechtel.com).

Sincerely,

A handwritten signature in black ink, reading "Gregory A. Dixon".

Gregory A. Dixon, Regional Account Manager  
Solacom, a subsidiary of Comtech Telecommunications Corp.  
Mobile: 440-984-1550  
Email: [greg.dixon@comtechtel.com](mailto:greg.dixon@comtechtel.com)





## Central Kentucky 911 Network™ Kentucky 911 Services Board Grant Award Cycle 2020

### Rowan County 911

Qty	Part Number	Description - Central Equipment
1	P-CAB24U-M	Modified 24U Cabinet Kit
	P-ES-DLINK-24-1G	Managed 24 Gb Switch
2	P-ES-HP-24GPOE	Managed 24 G PoE Switch
1	P-M1K-FXS-Kit	Mediant 1000 FXO Kit w/Dual Power
2	P-M1K-FXO	Mediant 1000 FXO Module
4	P-SURGE-66A	66 Block Surge Analog Protection
4	P-SURGE66D	66 Block Surge Digital Protection
1	P-IP_SERIAL-4P	4-Ports Serial to 100BT Converter
1	P-PRN-BW	Network B&W Printer
1	MT-HSGUARD-0205	Hardware Support Years 2 to 5
Qty	Part Number	Description - Guardian Positions
4	SL-GUARDPOS LIC	Guardian Operator Position License
4	MT-SSGUARD-05	Position Software Support Years 1 to 5
4	P-STD POS-5YS	Superior Position PC w/5Yr & 4 Hr Dell Sup
4	P-MONITOR 19in	Standard Monitor 19.5 Inches
4	P-IRR	Dual IRR Recording Software License(911)
4	P-PAC II	Position Audio Controller II w/ Jack Box
4	P-DP HANDSET_6W NC	2 Prong Noise Cancelling Handset 6 Wires
4	P-KYPADU6	Keypad- 24 Buttons, 6' Cable
4	SL-MIS G/C_POS_GEO	MIS Position License For Guardian Geo-Diverse
Qty	Part Number	Description - Training
1	AK-TRV-TR	Travel and Training Expense
3	AK-TR-TrainCallTaker	Guard Call-taker-6 students - 1/2 day
1	AK-TR-TrainAdmin	Guard Adm training - 2 students - 1 day
Qty	Part Number	Description - Professional Services
4	AK-PM-I-M	AK Project Management, Installation, Materials
1	SV-InstDaily	Remote Installation Services - Daily Rate
1	SV-PMDaySd	Secondary Project Management - Daily Rate
Qty	Part Number	Description - Shipping & Handling
1	ShippingFee	Shipping and Handling Charges

**Four (4) Position 2019 Grant Total: \$140,000.00**

**Disclaimers:** This quote is provided for the listed contact and is not to be shared or disseminated without written consent by AK Associates. This quote null and voids any previous version. Quote is valid through 10/15/20.





April 2, 2020

Windstream Services, LLC, on behalf of itself and its Affiliates, is extremely proud to be a partner in the Central Kentucky 911 network. During the history of our company, we have provided 911 service connectivity since the advent of the service. It should be no surprise that a company which also goes by the initials "WE" believes strongly in the collaborative, transformative power of networks to bring people together, and empower community leaders to accomplish great things. As CK911 continues the mission of enhancing the next generation of emergency services, WE value this partnership for the good of all constituents that we serve.

As you complete this phase of your evaluation, we believe it is important to recognize how, in just a few short years, networks evolved from a tactical tool that simply *connects* people and places, to become something quite different; a digital platform for *how people and organizations get things done*.

To deliver against that need, over the past few years, WE transformed how we work, to provide a superior, more engaging customer experience to those *WE* serve, so they can do the same to empower the people and communities that *THEY* serve.

It is always exciting to watch the expansion as the CK911 network enhances services to communities. To this end, we are offering to connect the Rowan County dispatch center to the VPN network with the following aspects:

- 10 MB MPLS to the existing CK911 VPN
- 36-month agreement between end user and Windstream
- \$581.43 per month excluding any applicable taxes and surcharges

We have always been proud to support the communities in Rowan county. This desire is heightened since many of our employees, children, and grandchildren live there and will continue for decades to come. I look forward to discussing this exciting transition with you!

Sincerely,



Todd Hamill  
Senior Account Executive  
Windstream Enterprise  
859-357-6039  
[Todd.Hamill@windstream.com](mailto:Todd.Hamill@windstream.com)

## **APPENDIX B**

Implementation cost (\$35,000 per remote seat) is due to LFUCG in three (3) payments as outlined:

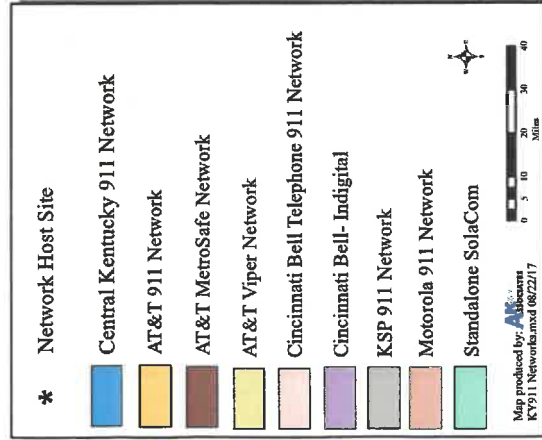
Within 30 days of Agreement Execution AND the ordering of remote equipment	50%
Completion of remote installation and scheduling of on site CPE Training	40%
Final acceptance of remote equipment and software	10%

<b>Start-up Costs</b>		<b>Recurring</b>	<b>Non-Recurring</b>
PSAP Remote to Host CPE Initial Purchase ( <b>Per Position</b> )			\$35,000.00

Recurring charges will be calculated monthly and invoiced every calendar quarter based on the number of remote seats allocated to the host at the rate outlined below.

Charges reflect a 2% increase effective 7/1/2019, which are subject to change annually.

<b>PSAP Monthly Costs</b>		<b>Recurring</b>	<b>Non-Recurring</b>
2 seats @ \$484.50/seat		\$988.38	
3 seats @ \$408/seat		\$1,248.48	
4 seats @ \$357/seat		\$1,546.56	
5 seats @ \$331.50/seat		\$1,690.65	
6 seats @ \$331.50/seat		\$2,028.78	



## **CENTRAL KENTUCKY 9-1-1 NETWORK AGREEMENT**

**THIS AGREEMENT**, is made this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between the **LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT**, an urban county government of the COMMONWEALTH OF KENTUCKY created pursuant to KRS Chapter 67A ("LFUCG"), 200 East Main Street, Lexington, Kentucky 40507, and **THE CITY OF MOREHEAD, KENTUCKY**, as a Participant, as further defined herein, concerning a cost sharing agreement to maintain a Central Kentucky 9-1-1 Network (the "CKY Network" or "CKy911net"), which will mutually serve and benefit LFUCG and the Participants.

### **WITNESSETH:**

**WHEREAS**, it is impractical and cost prohibitive for the parties hereto to establish and maintain separate E-911 networks and systems; and

**WHEREAS**, LFUCG has the ability to receive, route and properly distribute all Enhanced 911 Emergency Service ("E-911") calls which originate through the Dispatch Center within the jurisdiction of each Participant; and

**WHEREAS**, the use of an IP network to transport E-911 calls will contribute to the necessary migration of the Participants to a Next Generation E-911 system and provide redundancy and superior service to the existing enhanced E-911 services of each Participant; and

**WHEREAS**, LFUCG and a number of Participants have previously entered into an agreement regarding cost-sharing for the CKY Network which is to be replaced with this Agreement; and

**WHEREAS**, LFUCG and the Participants have determined that it is mutually advantageous and beneficial to combine resources and enter this agreement pertaining to the installation, administration, maintenance and service of the CKY Network.

**WHEREAS**, the parties agree that upon appropriate approval additional qualifying jurisdictions will also be allowed to become Participants upon agreeing to the terms and conditions of this Agreement.

**NOW, THEREFORE**, for and in consideration of the mutual covenants, promises, releases, assignments, and payments recited herein, the parties hereto do hereby agree as follows:

1. The above Recitals are considered substantive terms and conditions of this Agreement, not mere recitals in the interpretation of this Agreement, and are incorporated into the body of this Agreement as if set forth at length herein. This agreement supersedes and replaces any previous agreement between or among LFUCG and any other Participant pertaining to cost sharing for the CKY Network.

2. This agreement is intended to apply to all local governments that participate in the CKY Network. The term Participant or Participants, as used herein, means a local government, other than the LFUCG, which participates in the network and binds itself to the terms of this agreement. Any new jurisdiction (Participant) obtaining the same services and products and later added to the CKY Network will be subject to the same terms.

3. The parties agree to the continued enhancement of the CKY Network, which will be generally maintained and administrated by the LFUCG.

4. Each Participant shall ultimately be responsible for the information contained in its respective database records, which will be maintained as a master file on the CKY Network. The Participants agree not to access other parties' information without prior authorization.

5. LFUCG shall be responsible for maintaining and updating the CKY Network and its hardware and software through the payments further provided herein, and agrees to apply for and monitor any grants or funding available for the CKY Network and procure any resources necessary for operating the network. However, LFUCG is not responsible for the cost of damage to, or loss of, equipment and/or software. Participants are responsible for the cost of repair and replacement of equipment when loss or damage is the result of vandalism, riot, misuse, theft, maintenance performed by unauthorized technicians (i.e., tampering, software modifications, virus, improper repair), accident, and perils that include, but are not limited to flood, lightening, fire, smoke, power surge, brown out, and other perils that are beyond the control of the LFUCG.

6. The parties agree that all of the costs related to the CKY Network are to be proportionally shared by each party based upon the number of Computer Premise Equipment (CPE) seats provided from the host server operated by LFUCG. A further outline of the costs is provided in Appendix A, which is attached hereon and incorporated by reference.



7. Each Participant will be billed for its shared costs on a quarterly basis by LFUCG. Payment must be submitted to the specified LFUCG Division of E911 account within thirty (30) days of receipt of the invoice or shall be subject to any applicable statutory interest or penalty. LFUCG may increase costs annually based on its costs and to pass on increased expenses from vendors that provide hardware, software, services or support for the network. LFUCG shall notify participants of the annual adjusted percentage by February 1 of each year. Each participant will have thirty (30) days from receipt of the notice to accept or decline the annual adjusted percentage. Any participant who declines the annual adjusted percentage will have by virtue of the declination notified LFUCG of its intention to remove itself from the terms of this Agreement and its future participation as a party of the CKY Network.

8. The parties agree that additional jurisdictions (Participants) may be added to the CKY Network subject to the approval of LFUCG's E-911 Board. Any additional jurisdiction (Participant) must execute this agreement and will be bound by its terms as a Participant

9. It is expressly understood and agreed that the execution of this Agreement does not alter or constitute a waiver, in whole or in part, of any of the privileges or immunities or legal defenses otherwise enjoyed by any of the parties. To the extent allowable by law (and without waiving sovereign immunity or any other third party defense that may be available) each party agrees to hold harmless and indemnify the other parties for any liability claims or damages arising solely by reason of the negligent or other wrongful act of any of its officers, agents or employees.

10. This Agreement shall be for an initial term of five (5) years, and shall renew automatically in one (1) year terms thereafter unless previously terminated. The five (5) year term commences in the first full month after the Participant submits signed acceptance of installed network hardware and software.

11. Any Participant to this Agreement may opt to remove itself from the terms of this Agreement and its future participation as a party by providing the other parties and the Chairperson of LFUCG's E-911 Board with at least one hundred twenty (120) days advanced written notice, however, it shall be responsible for the costs it has incurred through participation in the CKY Network through the date of its withdrawal. In the event of the removal/termination of one or more Participants, the Agreement shall survive and continue in effect as to the remaining parties. LFUCG may terminate this agreement by providing each Participant with at least one hundred twenty (120) days advanced written notice.

12. Any Participant that fails to pay its costs for a period of time exceeding ninety (90) days may be removed from the CKY Network by LFUCG, and shall only be allowed to rejoin the CKY Network by paying all outstanding costs for its previous participation, including any reasonable collection costs or attorney's fees incurred by LFUCG related to the non-payment.

13. This Agreement shall be governed by the laws of the Commonwealth of Kentucky. Venue for any dispute arising under or relating to this Agreement shall be in the state or federal courts located in Fayette County, Kentucky, and both parties agree to submit to the personal jurisdiction of those courts.

14. This Agreement is non-transferrable and may not be assigned.

15. This Agreement may be executed in one or more counterparts, each of which shall be deemed to be an original.

16. The parties and their signatories hereto warrant that each has the power and authority to execute this Agreement. The parties hereto have voluntarily executed this Agreement based upon their independent investigation. The provisions of this Agreement shall be applied and interpreted in a manner consistent with each other so as to carry out the purposes and intent of the parties, but if for any reason any provision is unenforceable or invalid, such provision shall be deemed severed from this Agreement, and the remaining provisions shall be carried out with the same force and effects as if the severed portion had not been a part of this Agreement.

17. All notices allowed or required to be given under this Agreement must be in writing and delivered by United States Mail or hand-delivered to the parties at the following:

FOR LFUCG:

Lexington-Fayette Urban County  
Government  
Division of Enhanced 911  
115 Cisco Road  
Lexington, KY 40504  
ATTN: Robert Stack, Director

FOR THE City of Morehead:

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**IN WITNESS WHEREOF**, the parties have executed this Agreement the day and  
year first above written.

LEXINGTON-FAYETTE URBAN  
COUNTY GOVERNMENT

BY: \_\_\_\_\_  
LINDA GORTON, MAYOR

ATTEST:

\_\_\_\_\_  
Clerk of the Urban County Council

City Of Morehead, KENTUCKY

BY: \_\_\_\_\_

TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

**APPENDIX A**

The per seat cost includes the shared expenses to maintain and sustain the CKY 911 Network, which shall include the following expenses:

- 1) Database software maintenance.
- 2) Database Administration, including personnel and supporting equipment and verification services.
- 3) Network Administration, including personnel and supporting equipment.
- 4) Selective Router equipment and related software, hardware and peripheral equipment.
- 5) Computer Premise Equipment (CPE) provided as a remote from the LFUCG host, including related software, hardware, and peripheral equipment including associated monitoring, maintenance, upgrades and service.
- 6) Shared KPEN connections to LFUCG selective routers.
- 7) Administrative PRI line pool.
- 8) Equipment replacement pool.

Expenses per participant will be based on a “per seat” rate as pre-determined and set forth as a full term of the Agreement. New seats added by a participant will incur the “per seat” cost for both the initial install and ongoing recurring cost. Initial and recurring per seat cost are outlined within Appendix B with itemized optional equipment price list.