



We have prepared a quote for you

**AK Maintenance - 1 Year**

Quote # 001181  
Version 3

Prepared for:

**Indian River County, FL**

Karen Rackard  
krackard@ircgov.com

Monday, November 06, 2023

Indian River County, FL  
Karen Rackard  
4225 43rd Avenue  
Vero Beach, FL 32967-1671  
krackard@ircgov.com

Dear Karen,

Thank you for giving us the opportunity to provide Indian River County, FL with a quote for AK Maintenance - 1 Year. We are excited to work with you. In this quote you will find two levels of service offerings. The first is AK Elite Premier Maintenance, which Indian River currently uses. AK Elite Maintenance is listed as optional. The descriptions of each level of maintenance are included as well. Should you have any questions on this project please feel free to reach out to any member of the AK Associates team!

A handwritten signature in cursive script that reads 'Julie Chase'.

Julie Chase  
President  
AK Associates

PO Box 2880  
Concord, NH 03302  
<http://www.akassociates911.com/>  
(603) 432-5755



## AK Maintenance Options

### **First-tier support of your 911 equipment.**

The level of maintenance service provided by AK Associates will depend on which one of the following options is selected by an agency. Warranty of the hardware and software (equipment) shall be between the customer and the equipment and/or software manufacturer. AK Associates will provide an option to purchase Manufacturer's Software Support and/or Extended Warranty through AK Associates.


#### AK Elite Maintenance

- Includes (labor only) basic maintenance service for 9-1-1 systems.
- Response time for major and minor outages is within (4) hours. All other non-critical maintenance issues will be scheduled during business hours.
- Remote diagnostics, will be done immediately upon receipt of service problem
- It also provides daily remote diagnostics during normal business days (excludes weekends and holidays). If corrective action is needed it will be performed remotely or by an on-site visit.
- This option is only available to customers with systems that allow remote diagnostics.

**Note:** *Non-maintenance, such as adding new or moving existing equipment will be billed at a rate of \$150.00 per hour, plus travel charge of \$225.00 per day. New System installation may be billed in different units-price combinations than hours.*

#### AK Elite Premier Maintenance

- Elite Premier Installation and Maintenance covers everything in Elite Maintenance.
- Provides a weekly on-site preventive maintenance program to occur during regular business hours (number of days quoted in EP price is a 1 day per week site visit, more can be quoted upon request).
- *Engineering- Design of PSAP, Call Routing Database, Direct trunking for VoIP, Landline and Wireless trunking. Design of i3 NENA technology for text messaging.*
- *Project Management / Consulting Services included for all new projects associated with PSAP management, design and implementation.*
- Technical Support for system implementation for all new technologies including

 **AK Maintenance Options**

i3 VoIP, CAD, text messaging and Mapping API integration. Includes no incurred costs for expansion, move of equipment and upgrades of the existing 9-1-1 system.

- Sales - AK Associates will offer all products we sell through our partnerships at the most competitive rate in the industry.

*\* AK Associates Elite Premier Installation and Maintenance includes 1<sup>st</sup>-tier maintenance of all associated 9-1-1 equipment sold by AK Associates, equipment that AK technicians are already certified on or the customer agree to pay to have AK technician certified, including, CAD, mapping, recorders, selective routers, ALI databases and training.*

All LABOR is included in the yearly cost for all adds, moves, upgrades to existing systems, training, system reconfiguration, selective router programming, direct trunking and integration support (there would not be a labor charge to move your existing PSAP) for products sold by AK Associates. Any cost for hardware, software, or manufacturer's services are the responsibility of Customer.

**AK Elite Premier**

Description	Price	Qty	Ext. Price
AKEPMaint <b>AK Elite Premier Maintenance</b> AK Elite Premier Maintenance (12/1/23-11/30/24)  Please note the addition of positions or configuration change of the system may affect the price of AK Elite Maintenance.	\$93,900.00	1	\$93,900.00

**Subtotal:      \$93,900.00**



## AK Maintenance - 1 Year

### Prepared by:

**AK Associates**

Julie Chase  
(603) 432-5755 x.215  
Fax (603) 432-0900  
jchase@AKAssociates911.com

### Prepared for:

**Indian River County, FL**

4225 43rd Avenue  
Vero Beach, FL 32967-1671  
Karen Rackard  
(772) 226-3859  
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### Quote Information:

**Quote #: 001181**


Version: 3  
Delivery Date: 11/06/2023  
Expiration Date: 11/30/2023

## Quote Summary

Description	Amount
AK Elite Premier	\$93,900.00
<b>Total: \$93,900.00</b>	

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.

### AK Associates

Signature:   
Name: Julie Chase  
Title: President  
Date: 11/06/2023

### Indian River County, FL

Signature: \_\_\_\_\_  
Name: Karen Rackard  
Date: \_\_\_\_\_