

FirstWatch Solutions, Inc.

1930 Palomar Point Way, Suite 101
Carlsbad, California 92008 USA
Phone: 760-943-9123 Fax: 760-268-0922
Atten: Carlynn Crampton, Regional Manager (Ph Ext 258)



**System Enhancement
Quote**

Customer Information:

Name: **Terry Purvis**
Organization: **Williamson County Emergency Communications**
Address: **911 Tracy Chambers Ln**
City, ST Zip: **Georgetown, TX 78626**
Phone: **512-864-8252**
Email: **tpurvis@wilco.org**

Quote Information:

Date: 8/12/2020
Expiration Date: 2/8/2021

Qty	Description	Unit Price	Item Total
Triggers			
4	Standard FirstWatch Triggers	\$400.00	\$1,600.00
4	Standard FirstWatch Triggers Annual Support & Maintenance	\$200.00	\$800.00
		Sub-total	\$2,400.00
Other			
1	Prepaid Credit	-\$2,890.00	-\$2,890.00
		Sub-total	-\$2,890.00
Prepaid Annual Support & Maintenance (ASM) after Year 1			
1	Additional Yrs of prepaid ASM (reallocate funds w/ FW as needed)	\$800.00	\$800.00
		Sub-total	\$800.00
Total of Items Above			\$310.00

Payment of All Year One Fees

System Enhancement (Payment of All Year One Fees) - Total:	\$310.00
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Estimated Annual Support & Maintenance beyond Year 1 (not applicable to Software as a Service option above)

Estimated Annual Support & Maintenance for Year 3 (based on a 3% annual increase):	\$848.72
Estimated Annual Support & Maintenance for Year 4 (based on a 3% annual increase):	\$874.18
Estimated Annual Support & Maintenance for Year 5 (based on a 3% annual increase):	\$900.41

WILCO converted from SaaS to Traditional and made two additional SaaS payments leaving a \$2,890 credit. They have opted to purchase 4 additional triggers and prepay the 2nd year annual support and maintenance leaving a total due of \$310

Please see Page 2 for Additional Information

Thank you for the opportunity to present this quote.

To authorize FirstWatch to proceed with proposed enhancements, please send PO or signed copy (all pages) back to:
Fax - Sales @ (760) 268-0922 or Email - ccrampton@firstwatch.net

Accepted: _____

Title: _____

Date: _____

'System Enhancement Quote' - 08/12/2020 - Additional Information

General Project Information

FirstWatch has worked diligently to keep pricing 'fair and reasonable,' as well as in developing a REMOTE approach to FirstWatch software sales, presentation, deployment, installation, data interface, system configuration and training; as such we have NOT included any fees for travel associated with this project. If travel is requested / required by customer, customer will be asked to pay for all travel-related expenses (e.g., transportation, accommodations, food) incurred by FirstWatch at the request of customer and approved by customer in advance, for Software-related services such as on-site installation, training, customization, integration, support and maintenance.

This quotation is valid for 180 days from creation as noted on the top of page 1. For additional information or questions please contact the FirstWatch Representative also noted on the top of page 1.

Payment Option - System Enhancement Standard Purchase

This payment option includes all Year 1 project fees, with a standard payment breakdown based upon the following project milestones: 50% of all Year 1 project fees payable at contract signing or receipt of a Purchase Order and the remaining 50% payable at project completion or Go Live.

Payment Option - Software as a Service (Monthly Subscription)

Software as a Service (SaaS) / Monthly Subscription Fee acquisition option offers a flexible, (pay-over-time style) payment program which offers a lower upfront investment requirement and is designed to help "operationalize" FirstWatch deployment costs over a number of years (not just Year 1). This SaaS payment program requires one initial payment which includes (all fees to install, configure, train and project manage the quoted products and services) and offers a monthly payment plan going forward. The fixed, ongoing monthly subscription payment includes all FirstWatch fees (including recurring annual support and maintenance).

FirstWatch - Standard Triggers

Standard FirstWatch triggers are defined as: existing (commercially available) FirstWatch trigger technology that does not require any custom programming. Regular triggers are based on existing functionality, related to existing data sources and data structures. Triggers requiring custom programming are considered non-standard or custom triggers and may have additional cost associated, which will be based on the estimated development efforts. Regular triggers are generally based on Syndromic Surveillance, Operational/Performance, or Situational Awareness monitoring. Details available upon request...or see Regular Trigger definition document for more details.

Annual Support & Maintenance (ASM)

Annual Support recurs annually and includes: system enhancements, updates and patches, 24/7 urgent technical support, business hour support for routine issues and guidance with configuration of your FirstWatch System. Support fees increase annually. Annual Support fee increase is projected (for budget purposes) at 3% per year.

Pre-paid Annual Support & Maintenance after Year 1

In exchange for pre-paying additional years of Annual Support & Maintenance (ASM), FirstWatch is providing the additional pre-paid years at the same rate as the initial year. At the end of this period of time, the ASM rate is subject to a possible percentage increase. This rate is currently 3% annually.