Amendment No. 1
to
Contract No. NA170000093
for
Wireless Messaging System
between
Spok, Inc.
and the
City of Austin, Texas

1.0 The City hereby authorizes the additional terms per Attachment A, Lease Agreement to the above-referenced contract. Effective date of this change is April 10, 2018

2.0 The total Contract amount is recapped below:

| Term | Action Amount | Total Contract Amount |
|---|---|---|
| Basic Term: 03/31/2017 -03/30/2022 | $3,806,755.00 | $3,806,755.00 |
| Amendment No. 1: Contract Modification | $0.00 | $3,806,755.00 |

3.0 MBE/WBE goals were not established for this contract.

4.0 By signing this Amendment, the Contractor certifies that the Contractor and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration (GSA) List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

5.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURE(S) affixed below, this Amendment is hereby incorporated and made a part of the above referenced contract.

Signature & Date:
Sharon Woods Keisling 4/11/18
Printed Name: SHARON WOODS KEISLING
Authorized Representative
Spok, Inc.
6850 Versar Center, Suite 420
Springfield, VA 22151

Signature & Date:
4/10/18
Sai Purcell, Procurement Specialist IV
City of Austin Purchasing Office

# Attachment A - Lease Agreement to MA 5600 NA170000093 to between City of Austin and SPOK, Inc.

<INSERT LATEST DATE HERE>, 2018

This addendum to **MA 5600 NA170000093**. Contract **NA170000093 is** effective on March 31, 2017, between SPOK Inc. "SPOK" and City of Austin "City".

Under the terms and conditions of this addendum, "City" wishes to lease **to** "SPOK" and "SPOK" wishes to lease **from** "City", use of Office # at 1006 Smith Road, Austin, TX 78721.

Therefore, the parties agree as follows:

1. The Premises: "City" hereby agrees to agreement to "SPOK", and "SPOK" hereby agreements from "City", the following described premises:
    a. Office # of the Building.

2. Term: The term of this agreement shall commence on the date of occupancy of the Premises by "SPOK" **no sooner than June 1, 2018**. The end date of this agreement will be the same as the last day of contract NA170000093 with "SPOK" for Wireless Messaging System.

3. Terms and Conditions: All Terms and Conditions as in the main contract **NA170000093** apply to this agreement.

    "City" agrees to provide the following to "SPOK":

    3.1 Wi-Fi (public access network)
    3.2 Furniture
    3.3 Phone
    3.4 Electricity
    3.5 Use of parking at the building
    3.6 Access to shared breakroom, conference room, and restrooms

4. Use: "SPOK" shall use the Premises as Commercial Offices in support of City of Austin / Paging Coalition members, and shall not use or permit the Premises to be used for any other purpose.

5. Compliance with Laws: "SPOK" agrees to observe all Texas laws and governmental regulations applicable to its use of the Premises, together with all reasonable rules and regulations that may be promulgated by "City" from time to time.

6. Alterations by "SPOK": "SPOK" will not alter the Premises without the prior written consent of the "City".

7. Care of the Premises: "SPOK" agrees to take good care of the Premises.

8. Liability: "SPOK" agrees that "City" shall not be liable for any damage or injury to persons or property arising out of the use of the Premises by "SPOK", its agents and

employees, invitees, or visitors except that occasioned by the negligence or act of "City", its agents, employees, servants, contractors, or subcontractors.

9. "City's" Right to Inspect: "SPOK" agrees to permit "City" and its authorized representatives to enter the Premises at all reasonable times during usual business hours for the purpose of inspection, or for the making of any necessary repairs for which the "City" is responsible or feels necessary for the safety and preservation of the Premises or for the performance of any work on the premises that may be necessary to comply with any laws or regulations of any public authority.

10. Janitorial Service. "City" agrees to provide in the Premises, at "City's" expense, normal janitorial services, five days a week excluding "City" Holidays.

11. Destruction of Premises: If at any time during the term of this agreement, the Premises or any part of the Building or Parcel shall be damaged or destroyed by fire, water or other ways, "City" shall promptly and through the exercise of reasonable diligence repair the damage and restore the premises, at "City"'s expense, to the condition in which the premises existed immediately prior to the damage or destruction.

12. Redelivery of Premises: "SPOK" agrees to redeliver to "City" the physical possession of the Premises at the end of the term of this Agreement, or any extension of this Agreement, in good condition, excepting reasonable wear and tear, not attributable to the willful or negligent act of the "SPOK", or its employees, agents, invitees, or visitors.

13. Signage: Signage by "SPOK" is strictly prohibited, without the consent of the "City". "SPOK" will place no company signs on windows, doors, or anywhere else on the Premises without prior approval of "City".

14. Force Majeure: If a force majeure situation occurs, "City" will have final authority on changes to terms and conditions of this *agreement*.

# CONTRACT BETWEEN THE CITY OF AUSTIN ("City")
# AND
# SPOK, INC. ("Contractor")
# for
# Wireless Messaging System
# NA170000093

The City accepts the Contractor's Offer (as referenced in Section 1.1.3 below) for the above requirement and enters into the following Contract.

This Contract is between Spok, Inc. having offices at Springfield, VA 22151 and the City, a home-rule municipality incorporated by the State of Texas, and is effective as of the date executed by the City ("Effective Date").

Capitalized terms used but not defined herein have the meanings given them in Solicitation Number PAX0129.

1.1 **This Contract is composed of the following documents:**

1.1.1 This Contract

1.1.2 The City's Solicitation, Request for Proposal (RFP), PAX0139 including all documents incorporated by reference

1.1.3 Spok, Inc.'s Offer, dated 09/27/2016, including subsequent clarifications

1.2 **Order of Precedence.** Any inconsistency or conflict in the Contract documents shall be resolved by giving precedence in the following order:

1.2.1 This Contract

1.2.2 The City's Solicitation as referenced in Section 1.1.2, including all documents incorporated by reference

1.2.3 The Contractor's Offer as referenced in Section 1.1.3, including subsequent clarifications.

1.3 **Term of Contract.** The Contract will be in effect for an initial term of sixty (60) month and may be extended thereafter for up to three (3) twelve (12) month extension option(s), subject to the approval of the Contractor and the City Purchasing Officer or his designee. See the Term of Contract provision in Section 0400 for additional Contract requirements.

1.4 **Compensation.** The Contractor shall be paid a total Not-to-Exceed amount of $3,806.755 for the initial Contract term and $761,351 for each extension option. Payment shall be made upon successful completion of services or delivery of goods as outlined in each individual Delivery Order.

1.5 **Quantity of Work.** There is no guaranteed quantity of work for the period of the Contract and there are no minimum order quantities. Work will be on an as needed basis as specified by the City for each Delivery Order.

1.6 **Clarifications and Additional Agreements.** The following are incorporated into the Contract.

1.6.1 On the anniversary date of the Contract, both parties may request a Tier Pricing adjustment. Pricing will be adjusted based on the number of coalition-wide users across all services, as stated in Attachment A, Price Proposal Form.

1.6.2 The Contractor will provide up to 200 Group Capcodes at no additional charge to the City.

1.6.3 **System Throughput, Reliability, and Emergency Procedures**

System reliability, redundancy, and throughput are critical to the Coalition. The Contractor's System shall be an extremely reliable configuration that provides redundancy and backup wherever possible. Additionally, the Contractor shall maintain a written contingency plan for disaster recovery from the failure of devices throughout the messaging path.

1. The Contractor shall employ a local, Austin-area, paging terminal as the primary terminal for Coalition pages. An out-of-area terminal and access system is required as a backup for critical paging capcodes, groups and e-groups.

2. The system provided by the Contractor shall include a plan and mechanism to notify the Coalition immediately of unplanned System outages and to monitor System performance.

3. The system provided by the Contractor shall include a plan to coordinate and notify the Coalition of planned system outages.

4. Notification of outages or service interruptions:

   4.1 There shall be a messaging mechanism, which is not operated on any part of the Contractor's 1-Way paging system, to notify a minimum of twelve (12) key dispatch centers of a system failure.

   4.2 There shall be a mechanism to notify and communicate with eight (8) Coalition Technical Team members. This mechanism shall be on the same system utilized to message among the Contractor's key operational and technical staff.

   4.3 Equipment and messaging service for the locations and personnel shall be provided at no cost to the Coalition.

   4.4 Outage Notification Plan: The Contractor will notify the Coalition of any system outage of 15 minutes or more in duration. This notification shall include total and partial failures that limit the Coalition's ability to send or receive numeric or alphanumeric pages through each of the methods.

   - Notification of planned outages will be made a minimum of 24 hours in advance of the outage.
   - Notification of unplanned outages will be made within 30 minutes of occurrence.
   - Notification will be provided to the Coalition key dispatch centers via "off network" methods, such as email, provided by the Contractor at no charge.
   - Notification will be provided to the Coalition Technical Team via a groupcall number. If no response is received from a technical team member, the designed escalation list will be utilized for making contact via personal information.

5. The Contractor's system shall provide monthly system throughput, outage and performance reports to the Coalition.

6. **Contractor's Implementation**

   6.1 Throughput Target: The Contractor has a commitment of maintaining an average device message delivery throughput time of 50 seconds, when measured from successful receipt of message data by the paging terminal. Should the average Throughput go above 50 seconds, measures will be taken to bring the Throughput below the 50 second average time. Both device and transmission Baud Rates will be analyzed for improving channel capacity. A reduction in slower speed devices remaining on the system, as well as dynamically increasing the flex transmission speed during peak usage, are modifications, along with other corrective measures, that will be utilized to meet the Throughput targets should the need arise.

   6.2 System Performance Monitoring: The Contractor currently uses multiple devices to measure its system performance. The 2 main factors of paging system performance that can be addressed by the paging carrier are; Throughput time of phone dialed inputs & dialed and direct connected TAP inputs, as well as the total airtime used by the system transmitters.

   6.3 Channel Airtime: Airtime is measured by embedded calculations within the encoder systems maintained by Contractor. Airtime plays a role in system Throughput if used inefficiently near capacity. The embedded calculations monitor the paging channel and measures the total airtime used, total pages sent, and total pages by format, type, and baud rate. The total airtime statistic enables the Contractor to determine the airtime remaining and the possible affects a certain change would have on Throughput. The pager detail statistics enable the Contractor to determine if there are certain devices or system parameters that can be altered to improve the airtime usage.

6.4 Outages: The Contractor's Technology Operation Center (TOC) 24 x 7 monitors the Contractor's RF and IP Networks. Most of the transmitters in the Tri-County area are connected either via phone line, or via duplexed satellite system back to the Contractor's TOC for alarm monitoring purposes. All transmitter alarms are reported to TOC staff for evaluation and repair. All Network outages are reported to the Contractor's TOC staff for evaluation and repair. Any qualifying network outages that prohibit the ability for pages to be delivered to subscribers even through backup means, or where 3 or more transmitters within a common metropolitan area where overlaps exist, are unable to transmit, are documented and logged by TOC staff as a network outage. All planned system upgrades that render the system unable to send pages to local subscribers are also documented and logged by TOC staff.

### 1.6.4 Additional Provisions

1. The Contractor agrees to maintain their Paging Terminal in the Austin area for the duration of the Agreement.

2. The Contractor agrees to the performance standards and penalties as shown below:

2.1 Throughput Times

The Contractor shall provide reports of average and maximum throughput times along with supporting data to the Coalition upon request. Full explanations for any unusual system activity or delays shall be provided with each report.

- The Contractor shall maintain a target average throughput time of 50 seconds.
- When the average monthly throughput time exceeds the target throughput time by 20 percent, the Contractor shall immediately take steps to improve throughput speed.
- When the average monthly throughput time exceeds the target throughput time by 25%, the Contractor shall reimburse the Coalition 50% of the total monthly charge for equipment and services under this Agreement. Said reimbursement shall continue until average monthly throughput time is reduced to no more than 10% over the target throughput time.

2.2 Outages

- The Contractor shall notify the Coalition of any system outage of 15 minutes or more duration. This notification shall include total and partial failures that limit the Coalition's ability to send or receive numeric and alphanumeric pages through each of the methods outlined in this document.
- Notification of planned outages shall be made a minimum of 24 hours in advance of the outage.
- Notification of unplanned outages shall be made within 30 minutes of occurrence. Updates on situation status and planned restoration times shall be made, at a minimum every four (4) hours thereafter.
- All outages and times are in reference to the One-way system only.
- The Contractor shall provide the Coalition, upon request, with a monthly report of all outages including, date, time duration, nature, system(s) affected and steps taken to prevent similar failures in the future.

### 1.6.5 Penalties

Coverage: When the actual monthly downtime exceeds the target of 99.92 for all messaging services (paging, SMS and Email) by more than 25 percent, the Contractor shall immediately take steps to improve its downtime.

1. When the actual quarterly unplanned downtime or the annual planned downtime exceeds the target by more than 50 percent the Contractor shall reimburse the Coalition 25 percent of its charge for equipment rental and airtime services for that month under this contract.

2. When the actual quarterly unplanned downtime or the annual planned downtime exceeds the target by 100 percent, the Contractor shall reimburse the Coalition 50 percent of its charge for equipment rental and services for airtime for that month under this contract.

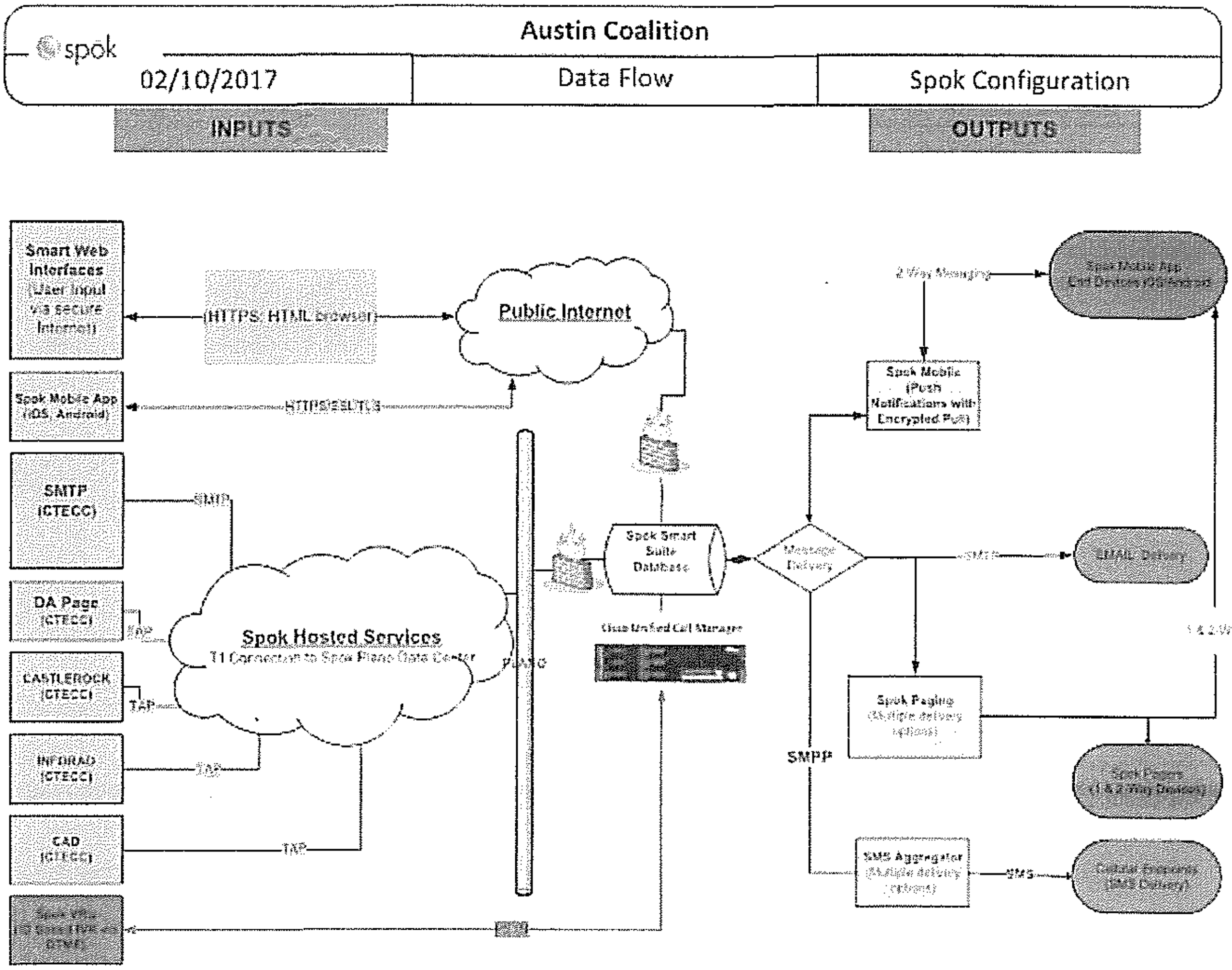
3. When the actual quarterly unplanned downtime or the annual planned downtime exceeds the target by 200 percent, the Contractor shall reimburse the Coalition 100 percent of its charge for equipment rental and services for airtime for that month under this contract.

4. Service Loss and Throughput times shall be made without regard to emergency conditions including severe weather.

5. Dial tone and service loss on dialup local (Austin) phone lines shall not count against service and throughput times if the following conditions are met:

   - All other access methods remain available during the outage.
   - A letter from the telephone company is received by the Coalition identifying and assuming responsibility for the local line failure
   - Loss of other lines or interconnection links SHALL count in the calculation of service and throughput times.
   - All of the above penalties shall be assessed in the form of reimbursement to the Coalition through credits on its various bills in the billing period following the outage.

### 1.6.6 Austin Coalition diagram


spok
Austin Coalition
02/10/2017
Data Flow
Spok Configuration
INPUTS
OUTPUTS
Smart Web Interfaces (User Input via secure Internet)
(HTTPS: HTML browser)
Public Internet
Spok Mobile App (iOS, Android)
HTTPS/SSL/TLS
SMTP (CTECC)
SMTP
DA Page (CTECC)
TAP
CASTLEROCK (CTECC)
TAP
INFORAD (CTECC)
TAP
CAD (CTECC)
TAP
Spok Hosted Services
T1 Connection to Spok Plano Data Center
PLANO
Spok Smart Suite Database
Cisco Unified Call Manager
2 Way Messaging
Spok Mobile App End Devices (iOS/Android)
Spok Mobile (Push Notifications with Encrypted Push)
Message Delivery
SMTP
EMAIL Delivery
1 & 2-Way
Spok Paging (Multiple delivery options)
Spok Pagers (1 & 2 Way Devices)
SMPP
SMS Aggregator (Multiple delivery options)
SMS
Cellular Endpoints (SMS Delivery)

This Contract (including any Exhibits) constitutes the entire agreement of the parties regarding the subject matter of this Contract and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, relating to such subject matter. This Contract may be altered, amended, or modified only by a written instrument signed by the duly authorized representatives of both parties.

In witness whereof, the City has caused a duly authorized representative to execute this Contract on the date set forth below.

**SPOK, INC.**

Sharon Woods Keisling
Printed Name of Authorized Person

Sharon L Woods Keisling
Signature

Corp Secretary/Treasurer
Title:

3·31·17
Date:

**CITY OF AUSTIN**

Jim Howard
Printed Name of Authorized Person

Signature

Procurement MANAGER
Title:

3/31/17
Date:

# ATTACHMENT A - PRICE CLARIFICATION FORM

## Paging Services, including pager lease

The City anticipates the number of pagers to fluctuate (up or down). The City reserves the right to purchase more or less than the estimated quantities. The unit price submitted must include all fees, including Pager Replacement Program (PRP).

| Device Option No. | **Description** | **Device Manufacturer and Model** | **Unit Price, per user, per month** |
|---|---|---|---|
| 1 | 1-Way Alpha-Numeric Device with Local Alpha-Numeric Coverage | Sun Telecom T5<br>Unication Elite | $ 4.50 |
| 2 | 1-Way Alpha-Numeric Device with Statewide Alpha-Numeric Coverage | Sun Telecom T5<br>Unication Elite | $ 5.00 |
| 3 | 1-Way Alpha-Numeric Device with Nationwide Alpha-Numeric Coverage | Sun Telecom T5<br>Unication Elite | $ 14.50 |
| 4 | *Advanced* 2-Way Alpha-Numeric Device with Nationwide Alpha-Numeric Coverage | Sun Telecom T52 | $ 15.95 |

## Pager Replacement Cost

The City estimates the number of leased pager that are lost or damaged beyond repair at 10% of total units. For price comparison purposes the City will use a quantity of 150 for each device. In this section, Proposer must provide replacement cost for each device with the understanding that the PRP is included in pricing offered in Section 2.

| **Device Option No.** | **Description** | **Unit Price** |
|---|---|---|
| 5 | 1-Way Alpha-Numeric Device with Local Alpha-Numeric Coverage | $ 35.00 |
| 6 | 1-Way Alpha-Numeric Device with Statewide Alpha-Numeric Coverage | $ 35.00 |
| 7 | 1-Way Alpha-Numeric Device with Nationwide Alpha-Numeric Coverage | $ 35.00 |
| 8 | *Advanced* 2-Way Alpha-Numeric Device with Nationwide Alpha-Numeric Coverage | $ 35.00 |

# ATTACHMENT A - PRICE CLARIFICATION FORM

**Additional Pricing for users utilizing the following services:**

| **Item No.** | **Description** | | **Per user per month** *(*7501+ users)* | **Per user per month** *(6001-7500 users)* | **Per user per month** *(4501-6000 users)* | **Per user per month** *(3000-4500 users)* | **Notes** |
|---|---|---|---|---|---|---|---|
| 5 | SMS, Email and Paging Services<br>**Limited Enterprise User** | **Send and receive** including lease of 1-way alpha-numeric device with **local** alpha-numeric coverage | $ 7.75 | $ 8.50 | $ 9.75 | $ 12.00 | * # of users = coalition-wide users, across all categories<br>Limited Enterprise Users will not have Spok's Mobile App. |
| 6 | | **Receive only** including lease of 1-way alpha-numeric device with **local** alpha-numeric coverage | $ 7.75 | $ 8.50 | $ 9.75 | $ 12.00 | |
| 7 | | **Send and receive** including lease of 1-way alpha-numeric device with **state-wide** alpha-numeric coverage | $ 8.25 | $ 9.00 | $ 10.25 | $ 12.50 | |
| 8 | | **Receive only** including lease of 1-way alpha-numeric device with **state-wide** alpha-numeric coverage | $ 8.25 | $ 9.00 | $ 10.25 | $ 12.50 | |
| 9 | SMS and Email<br>**Limited Enterprise User**<br>**reference Spok Enterprise Pricing Proposal* | **Send and receive** | $ 3.25 | $ 4.00 | $ 5.25 | $ 7.50 | |
| 10 | | **Receive only** | $ 3.25 | $ 4.00 | $ 5.25 | $ 7.50 | |
| 10 | Basic user | **Send only** (send paging, sms and email messages) | | $ 3.00 | | | Dispatchers (access via SmartWeb, CAD, InfoRad, etc.)<br>These users do not have a user profile - any communications sent or received by a user with no profile and no device would not be part of the audit trail and not traceable from a reporting standpoint. This is not a Spok recommended approach. |
| 11 | Secure Text (via Smartphone App) and Paging Services<br>**Full Enterprise User** | **Send and receive** including lease of 1-way alpha-numeric device with **local** alpha-numeric coverage | $ 10.25 | $ 11.00 | $ 12.25 | $ 13.50 | * # of users = coalition-wide users, across all categories<br>Full Enterprise Users without access to the full enterprise option will not be able Users can utilize Spok's software from a mobile device and thus won't realize many benefits the complete solution is designed to deliver. As an example, schedules and teams can be messaged from a mobile device by accessing calendars and business logic inherent in the software. Spok's recommendation is for all personnel outside of Dispatchers to have access as a "full" Enterprise user. |
| 12 | | **Receive only** including lease of 1-way alpha-numeric device with **local** alpha-numeric coverage | $ 10.25 | $ 11.00 | $ 12.25 | $ 13.50 | |
| 13 | | **Send and receive** including lease of 1-way alpha-numeric device with **state-wide** alpha-numeric coverage | $ 10.75 | $ 11.50 | $ 12.75 | $ 14.00 | |
| 14 | | **Receive only** including lease of 1-way alpha-numeric device with **state-wide** alpha-numeric coverage | $ 10.75 | $ 11.50 | $ 12.75 | $ 14.00 | |
| 15 | Secure Text (via Smartphone App)<br>**Full Enterprise User** | **Send and receive** (no paging services) | $ 5.75 | $ 6.50 | $ 7.75 | $ 9.00 | |
| 16 | | **Receive only** (no paging services) | $ 5.75 | $ 6.50 | $ 7.75 | $ 9.00 | |

*NOTE - For more details on Limited and Full Enterprise User, reference Spok Enterprise Pricing Proposal*

| User Type | Per user per month *(*7501+ users)* | Per user per month *(6001-7500 users)* | Per user per month *(4501-6000 users)* | Per user per month *(3000-4500 users)* | Notes |
|---|---|---|---|---|---|
| Limited Enterprise User | $ 3.25 | $ 4.00 | $ 5.25 | $ 7.50 | Users will not have Spok's Mobile App and will not be able to utilize Spok's software from a mobile device. |
| Full Enterprise User | $ 5.75 | $ 6.50 | $ 7.75 | $ 9.00 | Users can utilize Spok's Mobile App from a mobile device and realize many benefits the complete solution is designed to deliver. As an example, schedules and teams can be messaged from a mobile device by accessing calendars and business logic inherent in the software. Spok's recommendation is for all personnel outside of Dispatchers to have access as a "full" Enterprise user. |

**Coalition Prices – All other items:**

| Description | Item Description | Manufacturer and Model | Price Per Unit |
|---|---|---|---|
| Voicemail | 15 msgs/72 hr/60 sec | N/A | $ 1.00 |
| VoicePrompts/Numeric Retrieval | Custom greeting / ability to retrieve numeric messages | | $ - |
| Toll-free Number | Toll-free Number | N/A | $ 5.00 |
| Additional Number | Additional local number | N/A | $ 1.00 |
| Group Capcode/WME Lead Number | Group lead numbers | N/A | $ 2.00 |
| MyAlias | vanity address (joe.smith@spok.net) | N/A | $ - |
| Message Carbon Copy | copy messages to secondary pager or email address | N/A | $ - |

Optional pricing for other members to connect directly to Spok :

| | |
|---|---|
| One-time fee | $1,000.00 |
| Circuit to Spok | Responsibility of the Coalition member |

# C I T Y   O F   A U S T I N, T E X A S

## Purchasing Office

## REQUEST FOR PROPOSAL (RFP)

## *OFFER SHEET*

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**SOLICITATION NO**: PAX0139

**DATE ISSUED**: 08/08/2016

**REQUISITION NO.**: 16062200539

**COMMODITY CODE**: 99850

**FOR CONTRACTUAL AND TECHNICAL ISSUES CONTACT THE FOLLOWING AUTHORIZED CONTACT PERSON**:

Sai Xoomsai Purcell
Senior Buyer Specialist

**Phone: (512) 974-3058**
**E-Mail:** sai.xoomsai@austintexas.gov

Elisa Folco
Corporate Contract Administrator

**Phone: (512) 974-1421**
**E-Mail:** elisa.folco@austintexas.gov

**COMMODITY/SERVICE DESCRIPTION**: WIRELESS MESSAGING SYSTEM

**PRE-PROPOSAL CONFERENCE TIME AND DATE**: 08/29/2016, 1:00 pm, local time. (Please arrive 30 minutes early in order to clear screening)
**CONFERENCE CALL NO**. (512) 974-9300
Participant Code: 749461
**LOCATION**: Combined Transportation Emergency & Communications Center, 5010 Old Manor Road, Austin, TX 78723

**PROPOSAL DUE PRIOR TO**: 09/13/2016, 2:00 pm, local time

**PROPOSAL CLOSING TIME AND DATE**: 09/13/2016, 2:15 pm, local time

**LOCATION:** MUNICIPAL BUILDING, 124 W 8th STREET
RM 308, AUSTIN, TEXAS 78701

**LIVE SOLICITATION CLOSING ONLINE: For RFP's, only the names of respondents will be read aloud**

**For information on how to attend the Solicitation Closing online, please select this link:**

http://www.austintexas.gov/department/bid-opening-webinars

**When submitting a sealed Offer and/or Compliance Plan, use the proper address for the type of service desired, as shown below:**

| **Address for US Mail (Only)** | **Address for Fedex, UPS, Hand Delivery or Courier Service** |
|---|---|
| City of Austin | City of Austin, Municipal Building |
| Purchasing Office-Response Enclosed for Solicitation # PAX0139 | Purchasing Office-Response Enclosed for Solicitation # PAX0139 |
| P.O. Box 1088 | 124 W 8th Street, Rm 308 |
| Austin, Texas 78767-8845 | Austin, Texas 78701 |
|  | Reception Phone: (512) 974-2500 |

**NOTE: Offers must be received and time stamped in the Purchasing Office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the Purchasing Office prior to the time and date indicated. Arrival at the City's mailroom, mail terminal, or post office box will not constitute the Offer arriving on time. See Section 0200 for additional solicitation instructions.**

**All Offers (including Compliance Plans) that are not submitted in a sealed envelope or container will not be considered.**

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*****SIGNATURE FOR SUBMITTAL REQUIRED ON PAGE 3 OF THIS DOCUMENT*****

**This solicitation is comprised of the following required sections. Please ensure to carefully read each section including those incorporated by reference. By signing this document, you are agreeing to all the items contained herein and will be bound to all terms.**

| **SECTION NO.** | **TITLE** | **PAGES** |
|---|---|---|
| 0100 | STANDARD PURCHASE DEFINITIONS | * |
| 0200 | STANDARD SOLICITATION INSTRUCTIONS | * |
| 0300 | STANDARD PURCHASE TERMS AND CONDITIONS | * |
| 0400 | SUPPLEMENTAL PURCHASE PROVISIONS | 8 |
| 0500 | SCOPE OF WORK | 10 |
| 0600 | PROPOSAL PREPARATION INSTRUCTIONS & EVALUATION FACTORS | 8 |
| 0605 | LOCAL BUSINESS PRESENCE IDENTIFICATION FORM – Complete and return | 2 |
| 0800 | NON-DISCRIMINATION CERTIFICATION | * |
| 0805 | NON-SUSPENSION OR DEBARMENT CERTIFICATION | * |
| 0810 | NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING CERTIFICATION | * |
| 0835 | NONRESIDENT BIDDER PROVISIONS – Complete and return | 1 |
| 0900 | MBE/WBE PROCUREMENT PROGRAM PACKAGE NO GOALS FORM – Complete & return | 2 |
| Appendix A | Wireless Messaging System Requirements | 9 |
| Attachment A | Proposal Exception Form | 3 |
| Section 0601 | Price Proposal for Wireless Messaging System | 3 |

*** Documents are hereby incorporated into this Solicitation by reference, with the same force and effect as if they were incorporated in full text. The full text versions of the * Sections are available on the Internet at the following online address:**

http://www.austintexas.gov/financeonline/vendor_connection/index.cfm#STANDARDBIDDOCUMENTS

**If you do not have access to the Internet, you may obtain a copy of these Sections from the City of Austin Purchasing Office located in the Municipal Building, 124 West 8th Street, Room #308 Austin, Texas 78701; phone (512) 974-2500. Please have the Solicitation number available so that the staff can select the proper documents. These documents can be mailed, expressed mailed, or faxed to you.**

## INTERESTED PARTIES DISCLOSURE

**In addition, Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed and notarized for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution.**

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

**The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the respondent to fully comply with the solicitation document contained herein. The Respondent, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.**

Company Name: Spok, Inc.

Company Address: 6850 Versar Center, Suite 420

City, State, Zip: Springfield VA 22151

Federal Tax ID No. [redacted]

Printed Name of Officer or Authorized Representative: Hemant Goel

Title: President

Signature of Officer or Authorized Representative: H Goel

Date: 9/27/2016

Email Address: hemant.goel@spok.com

Phone Number: (952) 230-5200

*** Proposal response must be submitted with this Offer sheet to be considered for award**

# CITY OF AUSTIN
# PURCHASING OFFICE
# STANDARD PURCHASE TERMS AND CONDITIONS

By submitting an Offer in response to the Solicitation, the Contractor agrees that the Contract shall be governed by the following terms and conditions. Unless otherwise specified in the Contract, Sections 3, 4, 5, 6, 7, 8, 20, 21, and 36 shall apply only to a Solicitation to purchase Goods, and Sections 9, 10, 11 and 22 shall apply only to a Solicitation to purchase Services to be performed principally at the City's premises or on public rights-of-way.

1. **<u>CONTRACTOR'S OBLIGATIONS</u>**. The Contractor shall fully and timely provide all Deliverables described in the Solicitation and in the Contractor's Offer in strict accordance with the terms, covenants, and conditions of the Contract and all applicable Federal, State, and local laws, rules, and regulations.

2. **<u>EFFECTIVE DATE/TERM</u>**. Unless otherwise specified in the Solicitation, this Contract shall be effective as of the date the contract is signed by the City, and shall continue in effect until all obligations are performed in accordance with the Contract.

3. **<u>CONTRACTOR TO PACKAGE DELIVERABLES</u>**: The Contractor will package Deliverables in accordance with good commercial practice and shall include a packing list showing the description of each item, the quantity and unit price Unless otherwise provided in the Specifications or Supplemental Terms and Conditions, each shipping container shall be clearly and permanently marked as follows: (a) The Contractor's name and address, (b) the City's name, address and purchase order or purchase release number and the price agreement number if applicable, (c) Container number and total number of containers, e.g. box 1 of 4 boxes, and (d) the number of the container bearing the packing list. The Contractor shall bear cost of packaging. Deliverables shall be suitably packed to secure lowest transportation costs and to conform with requirements of common carriers and any applicable specifications. The City's count or weight shall be final and conclusive on shipments not accompanied by packing lists.

4. **<u>SHIPMENT UNDER RESERVATION PROHIBITED</u>**: The Contractor is not authorized to ship the Deliverables under reservation and no tender of a bill of lading will operate as a tender of Deliverables.

5. **<u>TITLE & RISK OF LOSS</u>**: Title to and risk of loss of the Deliverables shall pass to the City only when the City actually receives and accepts the Deliverables.

6. **<u>DELIVERY TERMS AND TRANSPORTATION CHARGES</u>**: Deliverables shall be shipped F.O.B. point of delivery unless otherwise specified in the Supplemental Terms and Conditions. Unless otherwise stated in the Offer, the Contractor's price shall be deemed to include all delivery and transportation charges. The City shall have the right to designate what method of transportation shall be used to ship the Deliverables. The place of delivery shall be that set forth in the block of the purchase order or purchase release entitled "Receiving Agency".

7. **<u>RIGHT OF INSPECTION AND REJECTION</u>**: The City expressly reserves all rights under law, including, but not limited to the Uniform Commercial Code, to inspect the Deliverables at delivery before accepting them, and to reject defective or non-conforming Deliverables. If the City has the right to inspect the Contractor's, or the Contractor's Subcontractor's, facilities, or the Deliverables at the Contractor's, or the Contractor's Subcontractor's, premises, the Contractor shall furnish, or cause to be furnished, without additional charge, all reasonable facilities and assistance to the City to facilitate such inspection.

8. **<u>NO REPLACEMENT OF DEFECTIVE TENDER</u>**: Every tender or delivery of Deliverables must fully comply with all provisions of the Contract as to time of delivery, quality, and quantity. Any non-complying tender shall constitute a breach and the Contractor shall not have the right to substitute a conforming tender; provided, where the time for performance has not yet expired, the Contractor may notify the City of the intention to cure and may then make a conforming tender within the time allotted in the contract.

9. **<u>PLACE AND CONDITION OF WORK</u>**: The City shall provide the Contractor access to the sites where the Contractor is to perform the services as required in order for the Contractor to perform the services in a timely and efficient manner, in accordance with and subject to the applicable security laws, rules, and regulations. The Contractor acknowledges that it has satisfied itself as to the nature of the City's service requirements and specifications, the location and essential characteristics of the work sites, the quality and quantity of materials, equipment, labor and facilities necessary to perform the services, and any other condition or state of fact which could in any way affect performance of the Contractor's obligations under the contract. The Contractor hereby releases and holds the City

harmless from and against any liability or claim for damages of any kind or nature if the actual site or service conditions differ from expected conditions.

10. **WORKFORCE**

A. The Contractor shall employ only orderly and competent workers, skilled in the performance of the services which they will perform under the Contract.

B. The Contractor, its employees, subcontractors, and subcontractor's employees may not while engaged in participating or responding to a solicitation or while in the course and scope of delivering goods or services under a City of Austin contract or on the City's property .

i. use or possess a firearm, including a concealed handgun that is licensed under state law, except as required by the terms of the contract; or
ii. use or possess alcoholic or other intoxicating beverages, illegal drugs or controlled substances, nor may such workers be intoxicated, or under the influence of alcohol or drugs, on the job.

C. If the City or the City's representative notifies the Contractor that any worker is incompetent, disorderly or disobedient, has knowingly or repeatedly violated safety regulations, has possessed any firearms, or has possessed or was under the influence of alcohol or drugs on the job, the Contractor shall immediately remove such worker from Contract services, and may not employ such worker again on Contract services without the City's prior written consent.

11. **COMPLIANCE WITH HEALTH, SAFETY, AND ENVIRONMENTAL REGULATIONS**: The Contractor, its Subcontractors, and their respective employees, shall comply fully with all applicable federal, state, and local health, safety, and environmental laws, ordinances, rules and regulations in the performance of the services, including but not limited to those promulgated by the City and by the Occupational Safety and Health Administration (OSHA). In case of conflict, the most stringent safety requirement shall govern. The Contractor shall indemnify and hold the City harmless from and against all claims, demands, suits, actions, judgments, fines, penalties and liability of every kind arising from the breach of the Contractor’s obligations under this paragraph.

12. **INVOICES**:

A. The Contractor shall submit separate invoices in duplicate on each purchase order or purchase release after each delivery. If partial shipments or deliveries are authorized by the City, a separate invoice must be sent for each shipment or delivery made.

B. **Proper Invoices must include a unique invoice number, the purchase order or delivery order number and the master agreement number if applicable, the Department’s Name, and the name of the point of contact for the Department**. Invoices shall be itemized and transportation charges, if any, shall be listed separately. A copy of the bill of lading and the freight waybill, when applicable, shall be attached to the invoice. The Contractor’s name and, if applicable, the tax identification number on the invoice must exactly match the information in the Vendor’s registration with the City. Unless otherwise instructed in writing, the City may rely on the remittance address specified on the Contractor’s invoice.

C. Invoices for labor shall include a copy of all time-sheets with trade labor rate and Deliverables order number clearly identified. Invoices shall also include a tabulation of work-hours at the appropriate rates and grouped by work order number. Time billed for labor shall be limited to hours actually worked at the work site.

D. Unless otherwise expressly authorized in the Contract, the Contractor shall pass through all Subcontract and other authorized expenses at actual cost without markup.

E. Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

13. **PAYMENT**:

A. All proper invoices received by the City will be paid within thirty (30) calendar days of the City's receipt of the Deliverables or of the invoice, whichever is later.

B. **If payment is not timely made, (per paragraph A), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.**

C. If partial shipments or deliveries are authorized by the City, the Contractor will be paid for the partial shipment or delivery, as stated above, provided that the invoice matches the shipment or delivery.

D. The City may withhold or set off the entire payment or part of any payment otherwise due the Contractor to such extent as may be necessary on account of:

i. delivery of defective or non-conforming Deliverables by the Contractor;
ii. third party claims, which are not covered by the insurance which the Contractor is required to provide, are filed or reasonable evidence indicating probable filing of such claims;
iii. failure of the Contractor to pay Subcontractors, or for labor, materials or equipment;
iv. damage to the property of the City or the City's agents, employees or contractors, which is not covered by insurance required to be provided by the Contractor;
v. reasonable evidence that the Contractor's obligations will not be completed within the time specified in the Contract, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;
vi. failure of the Contractor to submit proper invoices with all required attachments and supporting documentation; or
vii. failure of the Contractor to comply with any material provision of the Contract Documents.

E. Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City.

F. Payment will be made by check unless the parties mutually agree to payment by credit card or electronic transfer of funds. The Contractor agrees that there shall be no additional charges, surcharges, or penalties to the City for payments made by credit card or electronic funds transfer.

G. The awarding or continuation of this contract is dependent upon the availability of funding. The City's payment obligations are payable only and solely from funds Appropriated and available for this contract. The absence of Appropriated or other lawfully available funds shall render the Contract null and void to the extent funds are not Appropriated or available and any Deliverables delivered but unpaid shall be returned to the Contractor. The City shall provide the Contractor written notice of the failure of the City to make an adequate Appropriation for any fiscal year to pay the amounts due under the Contract, or the reduction of any Appropriation to an amount insufficient to permit the City to pay its obligations under the Contract. In the event of non or inadequate appropriation of funds, there will be no penalty nor removal fees charged to the City.

14. **TRAVEL EXPENSES**: All travel, lodging and per diem expenses in connection with the Contract for which reimbursement may be claimed by the Contractor under the terms of the Solicitation will be reviewed against the City's Travel Policy as published and maintained by the City's Controller's Office and the Current United States General Services Administration Domestic Per Diem Rates (the "Rates") as published and maintained on the Internet at:

http://www.gsa.gov/portal/category/21287

No amounts in excess of the Travel Policy or Rates shall be paid. All invoices must be accompanied by copies of detailed itemized receipts (e.g. hotel bills, airline tickets). No reimbursement will be made for expenses not actually incurred. Airline fares in excess of coach or economy will not be reimbursed. Mileage charges may not exceed the amount permitted as a deduction in any year under the Internal Revenue Code or Regulations.

15. **FINAL PAYMENT AND CLOSE-OUT**:

A. If an MBE/WBE Program Compliance Plan is required by the Solicitation, and the Contractor has identified Subcontractors, the Contractor is required to submit a Contract Close-Out MBE/WBE Compliance Report to the Project manager or Contract manager no later than the 15th calendar day after completion of all work under the contract. Final payment, retainage, or both may be withheld if the Contractor is not in compliance with the requirements of the Compliance Plan as accepted by the City.

B. The making and acceptance of final payment will constitute:

i. a waiver of all claims by the City against the Contractor, except claims (1) which have been previously asserted in writing and not yet settled, (2) arising from defective work appearing after final inspection, (3) arising from failure of the Contractor to comply with the Contract or the terms of any warranty specified herein, (4) arising from the Contractor’s continuing obligations under the Contract, including but not limited to indemnity and warranty obligations, or (5) arising under the City’s right to audit; and
ii. a waiver of all claims by the Contractor against the City other than those previously asserted in writing and not yet settled.

16. **SPECIAL TOOLS & TEST EQUIPMENT**: If the price stated on the Offer includes the cost of any special tooling or special test equipment fabricated or required by the Contractor for the purpose of filling this order, such special tooling equipment and any process sheets related thereto shall become the property of the City and shall be identified by the Contractor as such.

17. **AUDITS and RECORDS**:

A. The Contractor agrees that the representatives of the Office of the City Auditor or other authorized representatives of the City shall have access to, and the right to audit, examine, or reproduce, any and all records of the Contractor related to the performance under this Contract. The Contractor shall retain all such records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer. The Contractor agrees to refund to the City any overpayments disclosed by any such audit.

B. Records Retention:

i. Contractor is subject to City Code chapter 2-11 (Records Management), and as it may subsequently be amended. For purposes of this subsection, a Record means all books, accounts, reports, files, and other data recorded or created by a Contractor in fulfillment of the Contract whether in digital or physical format, except a record specifically relating to the Contractor’s internal administration.

ii. All Records are the property of the City. The Contractor may not dispose of or destroy a Record without City authorization and shall deliver the Records, in all requested formats and media, along with all finding aids and metadata, to the City at no cost when requested by the City

iii. The Contractor shall retain all Records for a period of three (3) years after final payment on this Contract or until all audit and litigation matters that the City has brought to the attention of the Contractor are resolved, whichever is longer.

C. The Contractor shall include sections A and B above in all subcontractor agreements entered into in connection with this Contract.

18. **SUBCONTRACTORS**:

A. If the Contractor identified Subcontractors in an MBE/WBE Program Compliance Plan or a No Goals Utilization Plan the Contractor shall comply with the provisions of Chapters 2-9A, 2-9B, 2-9C, and 2-9D, as applicable, of the Austin City Code and the terms of the Compliance Plan or Utilization Plan as approved by the City (the "Plan"). The Contractor shall not initially employ any Subcontractor except as provided in the Contractor's Plan. The Contractor shall not substitute any Subcontractor identified in the Plan, unless the substitute has been accepted by the City in writing in accordance with the provisions of Chapters 2-9A, 2-9B, 2-9C and 2-9D, as applicable. No acceptance by the City of any Subcontractor shall constitute a waiver of any rights or remedies of the City with respect to defective Deliverables provided by a Subcontractor. If a Plan has been approved, the Contractor is additionally required to submit a monthly Subcontract Awards and Expenditures Report to the Contract Manager and the Purchasing Office Contract Compliance Manager no later than the tenth calendar day of each month.

B. Work performed for the Contractor by a Subcontractor shall be pursuant to a written contract between the Contractor and Subcontractor. The terms of the subcontract may not conflict with the terms of the Contract, and shall contain provisions that:

i. require that all Deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract;
ii. prohibit the Subcontractor from further subcontracting any portion of the Contract without the prior written consent of the City and the Contractor. The City may require, as a condition to such further subcontracting, that the Subcontractor post a payment bond in form, substance and amount acceptable to the City;
iii. require Subcontractors to submit all invoices and applications for payments, including any claims for additional payments, damages or otherwise, to the Contractor in sufficient time to enable the Contractor to include same with its invoice or application for payment to the City in accordance with the terms of the Contract;
iv. require that all Subcontractors obtain and maintain, throughout the term of their contract, insurance in the type and amounts specified for the Contractor, with the City being a named insured as its interest shall appear; and
v. require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.

C. The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractor's own acts and omissions. Nothing in the Contract shall create for the benefit of any such Subcontractor any contractual relationship between the City and any such Subcontractor, nor shall it create any obligation on the part of the City to pay or to see to the payment of any moneys due any such Subcontractor except as may otherwise be required by law.

D. The Contractor shall pay each Subcontractor its appropriate share of payments made to the Contractor not later than ten (10) calendar days after receipt of payment from the City.

19. **WARRANTY-PRICE**:

A. The Contractor warrants the prices quoted in the Offer are no higher than the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

B. The Contractor certifies that the prices in the Offer have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such fees with any other firm or with any competitor.

C. In addition to any other remedy available, the City may deduct from any amounts owed to the Contractor, or otherwise recover, any amounts paid for items in excess of the Contractor's current prices on orders by others for like Deliverables under similar terms of purchase.

20. **WARRANTY – TITLE**: The Contractor warrants that it has good and indefeasible title to all Deliverables furnished under the Contract, and that the Deliverables are free and clear of all liens, claims, security interests and encumbrances. The Contractor shall indemnify and hold the City harmless from and against all adverse title claims to the Deliverables.

21. **WARRANTY – DELIVERABLES**: The Contractor warrants and represents that all Deliverables sold the City under the Contract shall be free from defects in design, workmanship or manufacture, and conform in all material respects to the specifications, drawings, and descriptions in the Solicitation, to any samples furnished by the Contractor, to the terms, covenants and conditions of the Contract, and to all applicable State, Federal or local laws, rules, and regulations, and industry codes and standards. Unless otherwise stated in the Solicitation, the Deliverables shall be new or recycled merchandise, and not used or reconditioned.

    A. Recycled Deliverables shall be clearly identified as such.

    B. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law; and any attempt to do so shall be without force or effect.

    C. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the date of acceptance of the Deliverables or from the date of acceptance of any replacement Deliverables. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand either repair the non-conforming Deliverables, or replace the non-conforming Deliverables with fully conforming Deliverables, at the City's option and at no additional cost to the City. All costs incidental to such repair or replacement, including but not limited to, any packaging and shipping costs, shall be borne exclusively by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach of warranty, but failure to give timely notice shall not impair the City's rights under this section.

    D. If the Contractor is unable or unwilling to repair or replace defective or non-conforming Deliverables as required by the City, then in addition to any other available remedy, the City may reduce the quantity of Deliverables it may be required to purchase under the Contract from the Contractor, and purchase conforming Deliverables from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such Deliverables from another source.

    E. If the Contractor is not the manufacturer, and the Deliverables are covered by a separate manufacturer's warranty, the Contractor shall transfer and assign such manufacturer's warranty to the City. If for any reason the manufacturer's warranty cannot be fully transferred to the City, the Contractor shall assist and cooperate with the City to the fullest extent to enforce such manufacturer's warranty for the benefit of the City.

22. **WARRANTY – SERVICES**: The Contractor warrants and represents that all services to be provided the City under the Contract will be fully and timely performed in a good and workmanlike manner in accordance with generally accepted industry standards and practices, the terms, conditions, and covenants of the Contract, and all applicable Federal, State and local laws, rules or regulations.

    A. The Contractor may not limit, exclude or disclaim the foregoing warranty or any warranty implied by law, and any attempt to do so shall be without force or effect.

    B. Unless otherwise specified in the Contract, the warranty period shall be at least one year from the Acceptance Date. If during the warranty period, one or more of the above warranties are breached, the Contractor shall promptly upon receipt of demand perform the services again in accordance with above standard at no additional cost to the City. All costs incidental to such additional performance shall be borne by the Contractor. The City shall endeavor to give the Contractor written notice of the breach of warranty within thirty (30) calendar days of discovery of the breach warranty, but failure to give timely notice shall not impair the City's rights under this section.

    C. If the Contractor is unable or unwilling to perform its services in accordance with the above standard as required by the City, then in addition to any other available remedy, the City may reduce the amount of services it may be required to purchase under the Contract from the Contractor, and purchase conforming services from other sources. In such event, the Contractor shall pay to the City upon demand the increased cost, if any, incurred by the City to procure such services from another source.

23. **ACCEPTANCE OF INCOMPLETE OR NON-CONFORMING DELIVERABLES**: If, instead of requiring immediate correction or removal and replacement of defective or non-conforming Deliverables, the City prefers to accept it, the City may do so. The Contractor shall pay all claims, costs, losses and damages attributable to the City's evaluation of and determination to accept such defective or non-conforming Deliverables. If any such acceptance occurs prior to final payment, the City may deduct such amounts as are necessary to compensate the City for the diminished value of the defective or non-conforming Deliverables. If the acceptance occurs after final payment, such amount will be refunded to the City by the Contractor.

24. **RIGHT TO ASSURANCE**: Whenever one party to the Contract in good faith has reason to question the other party's intent to perform, demand may be made to the other party for written assurance of the intent to perform. In the event that no assurance is given within the time specified after demand is made, the demanding party may treat this failure as an anticipatory repudiation of the Contract.

25. **STOP WORK NOTICE**: The City may issue an immediate Stop Work Notice in the event the Contractor is observed performing in a manner that is in violation of Federal, State, or local guidelines, or in a manner that is determined by the City to be unsafe to either life or property. Upon notification, the Contractor will cease all work until notified by the City that the violation or unsafe condition has been corrected. The Contractor shall be liable for all costs incurred by the City as a result of the issuance of such Stop Work Notice.

26. **DEFAULT**: The Contractor shall be in default under the Contract if the Contractor (a) fails to fully, timely and faithfully perform any of its material obligations under the Contract, (b) fails to provide adequate assurance of performance under Paragraph 24, (c) becomes insolvent or seeks relief under the bankruptcy laws of the United States or (d) makes a material misrepresentation in Contractor's Offer, or in any report or deliverable required to be submitted by the Contractor to the City.

27. **TERMINATION FOR CAUSE:**. In the event of a default by the Contractor, the City shall have the right to terminate the Contract for cause, by written notice effective ten (10) calendar days, unless otherwise specified, after the date of such notice, unless the Contractor, within such ten (10) day period, cures such default, or provides evidence sufficient to prove to the City's reasonable satisfaction that such default does not, in fact, exist. The City may place Contractor on probation for a specified period of time within which the Contractor must correct any non-compliance issues. Probation shall not normally be for a period of more than nine (9) months, however, it may be for a longer period, not to exceed one (1) year depending on the circumstances. If the City determines the Contractor has failed to perform satisfactorily during the probation period, the City may proceed with suspension. In the event of a default by the Contractor, the City may suspend or debar the Contractor in accordance with the "City of Austin Purchasing Office Probation, Suspension and Debarment Rules for Vendors" and remove the Contractor from the City's vendor list for up to five (5) years and any Offer submitted by the Contractor may be disqualified for up to five (5) years. In addition to any other remedy available under law or in equity, the City shall be entitled to recover all actual damages, costs, losses and expenses, incurred by the City as a result of the Contractor's default, including, without limitation, cost of cover, reasonable attorneys' fees, court costs, and prejudgment and post-judgment interest at the maximum lawful rate. All rights and remedies under the Contract are cumulative and are not exclusive of any other right or remedy provided by law.

28. **TERMINATION WITHOUT CAUSE**: The City shall have the right to terminate the Contract, in whole or in part, without cause any time upon thirty (30) calendar days' prior written notice. Upon receipt of a notice of termination, the Contractor shall promptly cease all further work pursuant to the Contract, with such exceptions, if any, specified in the notice of termination. The City shall pay the Contractor, to the extent of funds Appropriated or otherwise legally available for such purposes, for all goods delivered and services performed and obligations incurred prior to the date of termination in accordance with the terms hereof.

29. **FRAUD**: Fraudulent statements by the Contractor on any Offer or in any report or deliverable required to be submitted by the Contractor to the City shall be grounds for the termination of the Contract for cause by the City and may result in legal action.

30. **DELAYS**:

A. The City may delay scheduled delivery or other due dates by written notice to the Contractor if the City deems it is in its best interest. If such delay causes an increase in the cost of the work under the Contract, the City and the Contractor shall negotiate an equitable adjustment for costs incurred by the Contractor in the Contract price and execute an amendment to the Contract. The Contractor must assert its right to an adjustment within thirty (30) calendar days from the date of receipt of the notice of delay. Failure to agree on any adjusted price shall be handled under the Dispute Resolution process specified in paragraph 48. However, nothing in this provision shall excuse the Contractor from delaying the delivery as notified.

B. Neither party shall be liable for any default or delay in the performance of its obligations under this Contract if, while and to the extent such default or delay is caused by acts of God, fire, riots, civil commotion, labor disruptions, sabotage, sovereign conduct, or any other cause beyond the reasonable control of such Party. In the event of default or delay in contract performance due to any of the foregoing causes, then the time for completion of the services will be extended; provided, however, in such an event, a conference will be held within three (3) business days to establish a mutually agreeable period of time reasonably necessary to overcome the effect of such failure to perform.

31. **INDEMNITY**:

A. Definitions:

i. "Indemnified Claims" shall include any and all claims, demands, suits, causes of action, judgments and liability of every character, type or description, including all reasonable costs and expenses of litigation, mediation or other alternate dispute resolution mechanism, including attorney and other professional fees for:
(1) damage to or loss of the property of any person (including, but not limited to the City, the Contractor, their respective agents, officers, employees and subcontractors; the officers, agents, and employees of such subcontractors; and third parties); and/or
(2) death, bodily injury, illness, disease, worker's compensation, loss of services, or loss of income or wages to any person (including but not limited to the agents, officers and employees of the City, the Contractor, the Contractor's subcontractors, and third parties),

ii. "Fault" shall include the sale of defective or non-conforming Deliverables, negligence, willful misconduct, or a breach of any legally imposed strict liability standard.

B. **THE CONTRACTOR SHALL DEFEND (AT THE OPTION OF THE CITY), INDEMNIFY, AND HOLD THE CITY, ITS SUCCESSORS, ASSIGNS, OFFICERS, EMPLOYEES AND ELECTED OFFICIALS HARMLESS FROM AND AGAINST ALL INDEMNIFIED CLAIMS DIRECTLY ARISING OUT OF, INCIDENT TO, CONCERNING OR RESULTING FROM THE FAULT OF THE CONTRACTOR, OR THE CONTRACTOR'S AGENTS, EMPLOYEES OR SUBCONTRACTORS, IN THE PERFORMANCE OF THE CONTRACTOR'S OBLIGATIONS UNDER THE CONTRACT. NOTHING HEREIN SHALL BE DEEMED TO LIMIT THE RIGHTS OF THE CITY OR THE CONTRACTOR (INCLUDING, BUT NOT LIMITED TO, THE RIGHT TO SEEK CONTRIBUTION) AGAINST ANY THIRD PARTY WHO MAY BE LIABLE FOR AN INDEMNIFIED CLAIM.**

32. **INSURANCE**: (reference Section 0400 for specific coverage requirements). The following insurance requirement applies. (Revised March 2013).

A. General Requirements.

i. The Contractor shall at a minimum carry insurance in the types and amounts indicated in Section 0400, Supplemental Purchase Provisions, for the duration of the Contract, including extension options and hold over periods, and during any warranty period.

ii. The Contractor shall provide Certificates of Insurance with the coverages and endorsements required in Section 0400, Supplemental Purchase Provisions, to the City as verification of coverage prior to contract execution and within fourteen (14) calendar days after written request from the

City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or hold over period is exercised, as verification of continuing coverage.

iii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

iv. The City may request that the Contractor submit certificates of insurance to the City for all subcontractors prior to the subcontractors commencing work on the project.

v. The Contractor's and all subcontractors' insurance coverage shall be written by companies licensed to do business in the State of Texas at the time the policies are issued and shall be written by companies with A.M. Best ratings of B+VII or better.

vi. The "other" insurance clause shall not apply to the City where the City is an additional insured shown on any policy. It is intended that policies required in the Contract, covering both the City and the Contractor, shall be considered primary coverage as applicable.

vii. If insurance policies are not written for amounts specified in Section 0400, Supplemental Purchase Provisions, the Contractor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.

viii. The City shall be entitled, upon request, at an agreed upon location, and without expense, to review certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon either of the parties hereto or the underwriter on any such policies.

ix. The City reserves the right to review the insurance requirements set forth during the effective period of the Contract and to make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by the City based upon changes in statutory law, court decisions, the claims history of the industry or financial condition of the insurance company as well as the Contractor.

x. The Contractor shall not cause any insurance to be canceled nor permit any insurance to lapse during the term of the Contract or as required in the Contract.

xi. The Contractor shall be responsible for premiums, deductibles and self-insured retentions, if any, stated in policies. Self-insured retentions shall be disclosed on the Certificate of Insurance.

xii. The Contractor shall provide the City thirty (30) calendar days' written notice of erosion of the aggregate limits below occurrence limits for all applicable coverages indicated within the Contract.

xiii. The insurance coverages specified in Section 0400, Supplemental Purchase Provisions, are required minimums and are not intended to limit the responsibility or liability of the Contractor.

B. Specific Coverage Requirements: Specific insurance requirements are contained in Section 0400, Supplemental Purchase Provisions

33. **CLAIMS**: If any claim, demand, suit, or other action is asserted against the Contractor which arises under or concerns the Contract, or which could have a material adverse affect on the Contractor's ability to perform thereunder, the Contractor shall give written notice thereof to the City within ten (10) calendar days after receipt of notice by the

Contractor. Such notice to the City shall state the date of notification of any such claim, demand, suit, or other action; the names and addresses of the claimant(s); the basis thereof; and the name of each person against whom such claim is being asserted. Such notice shall be delivered personally or by mail and shall be sent to the City and to the Austin City Attorney. Personal delivery to the City Attorney shall be to City Hall, 301 West 2nd Street, 4th Floor, Austin, Texas 78701, and mail delivery shall be to P.O. Box 1088, Austin, Texas 78767.

34. **NOTICES**: Unless otherwise specified, all notices, requests, or other communications required or appropriate to be given under the Contract shall be in writing and shall be deemed delivered three (3) business days after postmarked if sent by U.S. Postal Service Certified or Registered Mail, Return Receipt Requested. Notices delivered by other means shall be deemed delivered upon receipt by the addressee. Routine communications may be made by first class mail, telefax, or other commercially accepted means. Notices to the Contractor shall be sent to the address specified in the Contractor's Offer, or at such other address as a party may notify the other in writing. Notices to the City shall be addressed to the City at P.O. Box 1088, Austin, Texas 78767 and marked to the attention of the Contract Administrator.

35. **RIGHTS TO BID, PROPOSAL AND CONTRACTUAL MATERIAL**: All material submitted by the Contractor to the City shall become property of the City upon receipt. Any portions of such material claimed by the Contractor to be proprietary must be clearly marked as such. Determination of the public nature of the material is subject to the Texas Public Information Act, Chapter 552, Texas Government Code.

36. **NO WARRANTY BY CITY AGAINST INFRINGEMENTS**: The Contractor represents and warrants to the City that: (i) the Contractor shall provide the City good and indefeasible title to the Deliverables and (ii) the Deliverables supplied by the Contractor in accordance with the specifications in the Contract will not infringe, directly or contributorily, any patent, trademark, copyright, trade secret, or any other intellectual property right of any kind of any third party; that no claims have been made by any person or entity with respect to the ownership or operation of the Deliverables and the Contractor does not know of any valid basis for any such claims. The Contractor shall, at its sole expense, defend, indemnify, and hold the City harmless from and against all liability, damages, and costs (including court costs and reasonable fees of attorneys and other professionals) arising out of or resulting from: (i) any claim that the City's exercise anywhere in the world of the rights associated with the City's' ownership, and if applicable, license rights, and its use of the Deliverables infringes the intellectual property rights of any third party; or (ii) the Contractor's breach of any of Contractor's representations or warranties stated in this Contract. In the event of any such claim, the City shall have the right to monitor such claim or at its option engage its own separate counsel to act as co-counsel on the City's behalf. Further, Contractor agrees that the City's specifications regarding the Deliverables shall in no way diminish Contractor's warranties or obligations under this paragraph and the City makes no warranty that the production, development, or delivery of such Deliverables will not impact such warranties of Contractor.

37. **CONFIDENTIALITY**: In order to provide the Deliverables to the City, Contractor may require access to certain of the City's and/or its licensors' confidential information (including inventions, employee information, trade secrets, confidential know-how, confidential business information, and other information which the City or its licensors consider confidential) (collectively, "Confidential Information"). Contractor acknowledges and agrees that the Confidential Information is the valuable property of the City and/or its licensors and any unauthorized use, disclosure, dissemination, or other release of the Confidential Information will substantially injure the City and/or its licensors. The Contractor (including its employees, subcontractors, agents, or representatives) agrees that it will maintain the Confidential Information in strict confidence and shall not disclose, disseminate, copy, divulge, recreate, or otherwise use the Confidential Information without the prior written consent of the City or in a manner not expressly permitted under this Agreement, unless the Confidential Information is required to be disclosed by law or an order of any court or other governmental authority with proper jurisdiction, provided the Contractor promptly notifies the City before disclosing such information so as to permit the City reasonable time to seek an appropriate protective order. The Contractor agrees to use protective measures no less stringent than the Contractor uses within its own business to protect its own most valuable information, which protective measures shall under all circumstances be at least reasonable measures to ensure the continued confidentiality of the Confidential Information.

38. **PUBLICATIONS**: All published material and written reports submitted under the Contract must be originally developed material unless otherwise specifically provided in the Contract. When material not originally developed is included in a report in any form, the source shall be identified.

39. **ADVERTISING**: The Contractor shall not advertise or publish, without the City's prior consent, the fact that the City has entered into the Contract, except to the extent required by law.

40. **NO CONTINGENT FEES**: The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure the Contract upon any agreement or understanding for commission, percentage, brokerage, or contingent fee, excepting bona fide employees of bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the City shall have the right, in addition to any other remedy available, to cancel the Contract without liability and to deduct from any amounts owed to the Contractor, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.

41. **GRATUITIES**: The City may, by written notice to the Contractor, cancel the Contract without liability if it is determined by the City that gratuities were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the City of Austin with a view toward securing the Contract or securing favorable treatment with respect to the awarding or amending or the making of any determinations with respect to the performing of such contract. In the event the Contract is canceled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold the amount of the cost incurred by the Contractor in providing such gratuities.

42. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS**: No officer, employee, independent consultant, or elected official of the City who is involved in the development, evaluation, or decision-making process of the performance of any solicitation shall have a financial interest, direct or indirect, in the Contract resulting from that solicitation. Any willful violation of this section shall constitute impropriety in office, and any officer or employee guilty thereof shall be subject to disciplinary action up to and including dismissal. Any violation of this provision, with the knowledge, expressed or implied, of the Contractor shall render the Contract voidable by the City.

43. **INDEPENDENT CONTRACTOR**: The Contract shall not be construed as creating an employer/employee relationship, a partnership, or a joint venture. The Contractor's services shall be those of an independent contractor. The Contractor agrees and understands that the Contract does not grant any rights or privileges established for employees of the City.

44. **ASSIGNMENT-DELEGATION**: The Contract shall be binding upon and enure to the benefit of the City and the Contractor and their respective successors and assigns, provided however, that no right or interest in the Contract shall be assigned and no obligation shall be delegated by the Contractor without the prior written consent of the City. Any attempted assignment or delegation by the Contractor shall be void unless made in conformity with this paragraph. The Contract is not intended to confer rights or benefits on any person, firm or entity not a party hereto; it being the intention of the parties that there be no third party beneficiaries to the Contract.

45. **WAIVER**: No claim or right arising out of a breach of the Contract can be discharged in whole or in part by a waiver or renunciation of the claim or right unless the waiver or renunciation is supported by consideration and is in writing signed by the aggrieved party. No waiver by either the Contractor or the City of any one or more events of default by the other party shall operate as, or be construed to be, a permanent waiver of any rights or obligations under the Contract, or an express or implied acceptance of any other existing or future default or defaults, whether of a similar or different character.

46. **MODIFICATIONS**: The Contract can be modified or amended only by a writing signed by both parties. No pre-printed or similar terms on any the Contractor invoice, order or other document shall have any force or effect to change the terms, covenants, and conditions of the Contract.

47. **INTERPRETATION**: The Contract is intended by the parties as a final, complete and exclusive statement of the terms of their agreement. No course of prior dealing between the parties or course of performance or usage of the trade shall be relevant to supplement or explain any term used in the Contract. Although the Contract may have been substantially drafted by one party, it is the intent of the parties that all provisions be construed in a manner to be fair to both parties, reading no provisions more strictly against one party or the other. Whenever a term defined by the Uniform Commercial Code, as enacted by the State of Texas, is used in the Contract, the UCC definition shall control, unless otherwise defined in the Contract.

48. **DISPUTE RESOLUTION**:

A. If a dispute arises out of or relates to the Contract, or the breach thereof, the parties agree to negotiate prior to prosecuting a suit for damages. However, this section does not prohibit the filing of a lawsuit to toll the running of a statute of limitations or to seek injunctive relief. Either party may make a written request for a meeting between representatives of each party within fourteen (14) calendar days after receipt of the request or such later period as agreed by the parties. Each party shall include, at a minimum, one (1) senior level individual with decision-making authority regarding the dispute. The purpose of this and any subsequent meeting is to attempt in good faith to negotiate a resolution of the dispute. If, within thirty (30) calendar days after such meeting, the parties have not succeeded in negotiating a resolution of the dispute, they will proceed directly to mediation as described below. Negotiation may be waived by a written agreement signed by both parties, in which event the parties may proceed directly to mediation as described below.

B. If the efforts to resolve the dispute through negotiation fail, or the parties waive the negotiation process, the parties may select, within thirty (30) calendar days, a mediator trained in mediation skills to assist with resolution of the dispute. Should they choose this option, the City and the Contractor agree to act in good faith in the selection of the mediator and to give consideration to qualified individuals nominated to act as mediator. Nothing in the Contract prevents the parties from relying on the skills of a person who is trained in the subject matter of the dispute or a contract interpretation expert. If the parties fail to agree on a mediator within thirty (30) calendar days of initiation of the mediation process, the mediator shall be selected by the Travis County Dispute Resolution Center (DRC). The parties agree to participate in mediation in good faith for up to thirty (30) calendar days from the date of the first mediation session. The City and the Contractor will share the mediator’s fees equally and the parties will bear their own costs of participation such as fees for any consultants or attorneys they may utilize to represent them or otherwise assist them in the mediation.

49. **JURISDICTION AND VENUE**: The Contract is made under and shall be governed by the laws of the State of Texas, including, when applicable, the Uniform Commercial Code as adopted in Texas, V.T.C.A., Bus. & Comm. Code, Chapter 1, excluding any rule or principle that would refer to and apply the substantive law of another state or jurisdiction. All issues arising from this Contract shall be resolved in the courts of Travis County, Texas and the parties agree to submit to the exclusive personal jurisdiction of such courts. The foregoing, however, shall not be construed or interpreted to limit or restrict the right or ability of the City to seek and secure injunctive relief from any competent authority as contemplated herein.

50. **INVALIDITY**: The invalidity, illegality, or unenforceability of any provision of the Contract shall in no way affect the validity or enforceability of any other portion or provision of the Contract. Any void provision shall be deemed severed from the Contract and the balance of the Contract shall be construed and enforced as if the Contract did not contain the particular portion or provision held to be void. The parties further agree to reform the Contract to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Contract from being void should a provision which is the essence of the Contract be determined to be void.

51. **HOLIDAYS:** The following holidays are observed by the City:

| Holiday | Date Observed |
|---|---|
| New Year’s Day | January 1 |
| Martin Luther King, Jr.’s Birthday | Third Monday in January |
| President’s Day | Third Monday in February |
| Memorial Day | Last Monday in May |
| Independence Day | July 4 |
| Labor Day | First Monday in September |
| Veteran’s Day | November 11 |

| | |
|---|---|
| Thanksgiving Day | Fourth Thursday in November |
| Friday after Thanksgiving | Friday after Thanksgiving |
| Christmas Eve | December 24 |
| Christmas Day | December 25 |

If a Legal Holiday falls on Saturday, it will be observed on the preceding Friday. If a Legal Holiday falls on Sunday, it will be observed on the following Monday.

52. **SURVIVABILITY OF OBLIGATIONS:** All provisions of the Contract that impose continuing obligations on the parties, including but not limited to the warranty, indemnity, and confidentiality obligations of the parties, shall survive the expiration or termination of the Contract.

53. **NON-SUSPENSION OR DEBARMENT CERTIFICATION:**

The City of Austin is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from Federal, State, or City of Austin Contracts. By accepting a Contract with the City, the Vendor certifies that its firm and its principals are not currently suspended or debarred from doing business with the Federal Government, as indicated by the General Services Administration List of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.

54. **EQUAL OPPORTUNITY**

A. **Equal Employment Opportunity:** No Contractor, or Contractor's agent, shall engage in any discriminatory employment practice as defined in Chapter 5-4 of the City Code. No Offer submitted to the City shall be considered, nor any Purchase Order issued, or any Contract awarded by the City unless the Offeror has executed and filed with the City Purchasing Office a current Non-Discrimination Certification. Non-compliance with Chapter 5-4 of the City Code may result in sanctions, including termination of the contract and the Contractor's suspension or debarment from participation on future City contracts until deemed compliant with Chapter 5-4.

B. **Americans with Disabilities Act (ADA) Compliance:** No Contractor, or Contractor's agent, shall engage in any discriminatory practice against individuals with disabilities as defined in the ADA, including but not limited to: employment, accessibility to goods and services, reasonable accommodations, and effective communications.

55. **INTERESTED PARTIES DISCLOSURE**

As a condition to entering the Contract, the Business Entity constituting the Offeror must provide the following disclosure of Interested Parties to the City prior to the award of a contract with the City on Form 1295 "Certificate of Interested Parties" as prescribed by the Texas Ethics Commission for any contract award requiring council authorization. The Certificate of Interested Parties Form must be completed on the Texas Ethics Commission website, printed, and signed by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury. The City will submit the "Certificate of Interested Parties" to the Texas Ethics Commission within 30 days of receipt from the successful Offeror. The Offeror is reminded that the provisions of Local Government Code 176, regarding conflicts of interest between the bidders and local officials remains in place. Link to Texas Ethics Commission Form 1295 process and procedures below:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

56. **BUY AMERICAN ACT-SUPPLIES (Applicable to certain Federally funded requirements)**

A. Definitions. As used in this paragraph –

i. "Component" means an article, material, or supply incorporated directly into an end product.

ii. "Cost of components" means -

(1) For components purchased by the Contractor, the acquisition cost, including transportation costs to the place of incorporation into the end product (whether or not such costs are paid to a domestic firm), and any applicable duty (whether or not a duty-free entry certificate is issued); or

(2) For components manufactured by the Contractor, all costs associated with the manufacture of the component, including transportation costs as described in paragraph (1) of this definition, plus allocable overhead costs, but excluding profit. Cost of components does not include any costs associated with the manufacture of the end product.

iii. "Domestic end product" means-

(1) An unmanufactured end product mined or produced in the United States; or

(2) An end product manufactured in the United States, if the cost of its components mined, produced, or manufactured in the United States exceeds 50 percent of the cost of all its components. Components of foreign origin of the same class or kind as those that the agency determines are not mined, produced, or manufactured in sufficient and reasonably available commercial quantities of a satisfactory quality are treated as domestic. Scrap generated, collected, and prepared for processing in the United States is considered domestic.

iv. "End product" means those articles, materials, and supplies to be acquired under the contract for public use.

v. "Foreign end product" means an end product other than a domestic end product.

vi. "United States" means the 50 States, the District of Columbia, and outlying areas.

B. The Buy American Act (41 U.S.C. 10a - 10d) provides a preference for domestic end products for supplies acquired for use in the United States.

C. The City does not maintain a list of foreign articles that will be treated as domestic for this Contract; but will consider for approval foreign articles as domestic for this product if the articles are on a list approved by another Governmental Agency. The Offeror shall submit documentation with their Offer demonstrating that the article is on an approved Governmental list.

D. The Contractor shall deliver only domestic end products except to the extent that it specified delivery of foreign end products in the provision of the Solicitation entitled "Buy American Act Certificate".

# CITY OF AUSTIN
# PURCHASING OFFICE
# SUPPLEMENTAL PURCHASE PROVISIONS

The following Supplemental Purchasing Provisions apply to this solicitation:

1. **EXPLANATIONS OR CLARIFICATIONS:** (reference paragraph 5 in Section 0200)

   All requests for explanations or clarifications must be submitted in writing to the Purchasing Office by end of business day 09/02/2016 to sai.xoomsai@austintexas.gov

2. **PRE-PROPOSAL MEETING:** Questions and answers related to this RFP will be address during this meeting. Vendor participation either in-person or through a conference call is **strongly recommended**.

   - **Date:** 08/26/2016
   - **Time:** 9:00 am
   - **Location:** Combined Transportation, Emergency & Communications Center, 5010 Old Manor Rd #330, Austin, TX 78723. (Please arrive 30 minutes early in order to clear screening)
   - **Conference Call:** 512-974-9300
   - **Participant Code:** 749461

3. **INSURANCE:** Insurance is required for this solicitation.

   A. **General Requirements:** See Section 0300, Standard Purchase Terms and Conditions, paragraph 32, entitled Insurance, for general insurance requirements.

      i. The Contractor shall provide a Certificate of Insurance as verification of coverages required below to the City at the below address prior to contract execution and within 14 calendar days after written request from the City. Failure to provide the required Certificate of Insurance may subject the Offer to disqualification from consideration for award

      ii. The Contractor shall not commence work until the required insurance is obtained and until such insurance has been reviewed by the City. Approval of insurance by the City shall not relieve or decrease the liability of the Contractor hereunder and shall not be construed to be a limitation of liability on the part of the Contractor.

      iii. The Contractor must also forward a Certificate of Insurance to the City whenever a previously identified policy period has expired, or an extension option or holdover period is exercised, as verification of continuing coverage.

      iv. The Certificate of Insurance, and updates, shall be mailed to the following address:

      City of Austin Purchasing Office
      P. O. Box 1088
      Austin, Texas 78767

   B. **Specific Coverage Requirements:** The Contractor shall at a minimum carry insurance in the types and amounts indicated below for the duration of the Contract, including extension options and hold over periods, and during any warranty period. These insurance coverages are required minimums and are not intended to limit the responsibility or liability of the Contractor.

      i. **Worker's Compensation and Employers' Liability Insurance:** Coverage shall be consistent with statutory benefits outlined in the Texas Worker's Compensation Act (Section 401). The minimum policy limits for Employer's Liability are $100,000 bodily injury each accident, $500,000 bodily injury by disease policy limit and $100,000 bodily injury by disease each employee.

         (1) The Contractor's policy shall apply to the State of Texas and include these endorsements in favor of the City of Austin:

            (a) Waiver of Subrogation, Form WC420304, or equivalent coverage

(b) Thirty (30) days Notice of Cancellation, Form WC420601, or equivalent coverage

ii. **Commercial General Liability Insurance:** The minimum bodily injury and property damage per occurrence are $500,000 for coverages A (Bodily Injury and Property Damage) and B (Personal and Advertising Injury).

(1) The policy shall contain the following provisions:
- (a) Contractual liability coverage for liability assumed under the Contract and all other Contracts related to the project.
- (b) Contractor/Subcontracted Work.
- (c) Products/Completed Operations Liability for the duration of the warranty period.
- (d) If the project involves digging or drilling provisions must be included that provide Explosion, Collapse, and/or Underground Coverage.

(2) The policy shall also include these endorsements in favor of the City of Austin:
- (a) Waiver of Subrogation, Endorsement CG 2404, or equivalent coverage
- (b) Thirty (30) days Notice of Cancellation, Endorsement CG 0205, or equivalent coverage
- (c) The City of Austin listed as an additional insured, Endorsement CG 2010, or equivalent coverage

iii. **Business Automobile Liability Insurance:** The Contractor shall provide coverage for all owned, non-owned and hired vehicles with a minimum combined single limit of $500,000 per occurrence for bodily injury and property damage. Alternate acceptable limits are $250,000 bodily injury per person, $500,000 bodily injury per occurrence and at least $100,000 property damage liability per accident.

(1) The policy shall include these endorsements in favor of the City of Austin:
- (a) Waiver of Subrogation, Endorsement CA0444, or equivalent coverage
- (b) Thirty (30) days Notice of Cancellation, Endorsement CA0244, or equivalent coverage
- (c) The City of Austin listed as an additional insured, Endorsement CA2048, or equivalent coverage.

C. **Endorsements:** The specific insurance coverage endorsements specified above, or their equivalents must be provided. In the event that endorsements, which are the equivalent of the required coverage, are proposed to be substituted for the required coverage, copies of the equivalent endorsements must be provided for the City's review and approval.

4. **TERM OF CONTRACT:**

A. The Contract shall be in effect for an initial term of 60 months and may be extended thereafter for up to three (3) additional 12-month periods, subject to the approval of the Contractor and the City Purchasing Officer or his designee.

B. Upon expiration of the initial term or period of extension, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period of time as is reasonably necessary to re-solicit and/or complete the project (not to exceed 120 days unless mutually agreed on in writing).

C. Upon written notice to the Contractor from the City's Purchasing Officer or his designee and acceptance of the Contractor, the term of this contract shall be extended on the same terms and conditions for an additional period as indicated in paragraph A above.

D. Prices are firm and fixed for the first 12 months. Thereafter, price changes are subject to the Economic Price Adjustment provisions of this Contract.

5. **QUANTITIES:** The quantities listed herein are estimates for the period of the Contract. The City reserves the right to purchase more or less of these quantities as may be required during the Contract term. Quantities will be as needed and specified by the City for each order. Unless specified in the solicitation, there are no minimum order quantities.

6. **INVOICES and PAYMENT:** (reference paragraphs 12 and 13 in Section 0300)

A. Invoices shall contain a unique invoice number and the information required in Section 0300, paragraph 12, entitled "Invoices." Invoices received without all required information cannot be processed and will be returned to the vendor.

Invoices shall be mailed to the below address:

| | |
|---|---|
| | City of Austin |
| Department | Communication Technology Managementc |
| Attn: | Communication Technology Management |
| E-mail Address | CTMAPInvoice@austintexas.gov |

B. The Contractor agrees to accept payment by either credit card, check or Electronic Funds Transfer (EFT) for all goods and/or services provided under the Contract. The Contractor shall factor the cost of processing credit card payments into the Offer. There shall be no additional charges, surcharges, or penalties to the City for payments made by credit card.

7. **LIVING WAGES:**

A. The minimum wage required for any Contractor employee directly assigned to this City Contract is $13.03 per hour, unless Published Wage Rates are included in this solicitation. In addition, the City may stipulate higher wage rates in certain solicitations in order to assure quality and continuity of service.

B. The City requires Contractors submitting Offers on this Contract to provide a certification **(see the Living Wages Contractor Certification included in the Solicitation**) with their Offer certifying that all employees directly assigned to this City Contract will be paid a minimum living wage equal to or greater than $13.03 per hour. The certification shall include a list of all employees directly assigned to providing services under the resultant contract including their name and job title. The list shall be updated and provided to the City as necessary throughout the term of the Contract.

C. The Contractor shall maintain throughout the term of the resultant contract basic employment and wage information for each employee as required by the Fair Labor Standards Act (FLSA).

D. The Contractor shall provide to the Department's Contract Manager with the first invoice, individual Employee Certifications for all employees directly assigned to the contract. The City reserves the right to request individual Employee Certifications at any time during the contract term. Employee Certifications shall be signed by each employee directly assigned to the contract. The Employee Certification form is available on-line at https://www.austintexas.gov/financeonline/vendor_connection/index.cfm.

E. Contractor shall submit employee certifications annually on the anniversary date of contract award with the respective invoice to verify that employees are paid the Living Wage throughout the term of the contract. The Employee Certification Forms shall be submitted for employees added to the contract and/or to report any employee changes as they occur.

F. The Department's Contract Manager will periodically review the employee data submitted by the Contractor to verify compliance with this Living Wage provision. The City retains the right to review employee records required in paragraph C above to verify compliance with this provision.

## 8. NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING:

A. On November 10, 2011, the Austin City Council adopted Ordinance No. 20111110-052 amending Chapter 2.7, Article 6 of the City Code relating to Anti-Lobbying and Procurement. The policy defined in this Code applies to Solicitations for goods and/or services requiring City Council approval under City Charter Article VII, Section 15 (Purchase Procedures). During the No-Contact Period, Offerors or potential Offerors are prohibited from making a representation to anyone other than the Authorized Contact Person in the Solicitation as the contact for questions and comments regarding the Solicitation.

B. If during the No-Contact Period an Offeror makes a representation to anyone other than the Authorized Contact Person for the Solicitation, the Offeror's Offer is disqualified from further consideration except as permitted in the Ordinance.

C. If an Offeror has been disqualified under this article more than two times in a sixty (60) month period, the Purchasing Officer shall debar the Offeror from doing business with the City for a period not to exceed three (3) years, provided the Offeror is given written notice and a hearing in advance of the debarment.

D. The City requires Offerors submitting Offers on this Solicitation to certify that the Offeror has not in any way directly or indirectly made representations to anyone other than the Authorized Contact Person during the No-Contact Period as defined in the Ordinance. The text of the City Ordinance is posted on the Internet at: http://www.ci.austin.tx.us/edims/document.cfm?id=161145

## 9. WORKFORCE SECURITY CLEARANCE AND IDENTIFICATION (ID):

A. Contractors are required to obtain a certified criminal background report with fingerprinting (referred to as the "report") for all persons performing on the contract, including all Contractor, Subcontractor, and Supplier personnel (for convenience referred to as "Contractor's personnel").

B. The report may be obtained by reporting to one of the below governmental entities, submitting to fingerprinting and requesting the report [requestors may anticipate a two-week delay for State reports and up to a four to six week delay for receipt of a Federal report.].

  i. Texas Department of Public Safety for any person currently residing in the State of Texas and having a valid Texas driver's license or photo ID card;
  ii. The appropriate governmental agency from either the U.S. state or foreign nation in which the person resides and holds either a valid U.S. state-issued or foreign national driver's license or photo ID card; or
  iii. A Federal Agency. A current Federal security clearance obtained from and certified by a Federal agency may be substituted.

C. Contractor shall obtain the reports at least 30 days prior to any onsite work commencement. Contractor also shall attach to each report the project name, Contractor's personnel name(s), current address(es), and a copy of the U.S. state-issued or foreign national driver's license or photo ID card.

D. Contractor shall provide the City a Certified Criminal Background Report affirming that Contractor has conducted required security screening of Contractor's personnel to determine those appropriate for execution of the work and for presence on the City's property. A list of all Contractor Personnel requiring access to the City's site shall be attached to the affidavit.

E. Upon receipt by the City of Contractor's affidavit described in (D) above and the list of the Contractor's personnel, the City will provide each of Contractor's personnel a contractor ID badge that is required for access to City property that shall be worn at all times by Contractor's personnel during the execution of the work.

F. The City reserves the right to deny an ID badge to any Contractor personnel for reasonable cause, including failure of a Criminal History background check. The City will notify the Contractor of any such denial no more than twenty (20) days after receipt of the Contractor's reports. Where denial of access by a particular person may cause the Contractor to be unable to perform any portion of the work of the contract, the Contractor shall so notify the City's Contract Manager, in writing, within ten (10) calendar days of the receipt of notification of denial.

G. Contractor's personnel will be required to wear the ID badge at all times while on the work site. Failure to wear or produce the ID badge may be cause for removal of an individual from the work site, without regard to Contractor's schedule. Lost ID badges shall be reported to the City's Contract Manager. Contractor shall reimburse the City for all costs incurred in providing additional ID badges to Contractor Personnel.

H. ID badges to enter and/or work on the City property may be revoked by the City at any time. ID badges must be returned to the City at the time of project completion and acceptance or upon removal of an individual from the work site.

I. Contractor is not required to obtain reports for delivery personnel, including but not limited to FedEx, UPS, Roadway, or other materials delivery persons, however all delivery personnel must present company/employer-issued photo ID and be accompanied by at least one of Contractor's personnel at all times while at the work site.

J. The Contractor shall retain the reports and make them available for audit by the City during regular business hours (reference paragraph 17 in Section 0300, entitled Right to Audit).

## 10. ECONOMIC PRICE ADJUSTMENT:

A. **Price Adjustments:** Prices shown in this Contract shall remain firm for the first 12 months of the Contract. After that, in recognition of the potential for fluctuation of the Contractor's cost, a price adjustment (increase or decrease) may be requested by either the City or the Contractor on the anniversary date of the Contract or as may otherwise be specified herein. The percentage change between the contract price and the requested price shall not exceed the percentage change between the specified index in effect on the date the solicitation closed and the most recent, non-preliminary data at the time the price adjustment is requested. The requested price adjustment shall not exceed ten percent (10%) for any single line item and in no event shall the total amount of the contract be automatically adjusted as a result of the change in one or more line items made pursuant to this provision. Prices for products or services unaffected by verifiable cost trends shall not be subject to adjustment.

B. **Effective Date:** Approved price adjustments will go into effect on the first day of the upcoming renewal period or anniversary date of contract award and remain in effect until contract expiration unless changed by subsequent amendment.

C. **Adjustments:** A request for price adjustment must be made in writing and submitted to the other Party prior to the yearly anniversary date of the Contract; adjustments may only be considered at that time unless otherwise specified herein. Requested adjustments must be solely for the purpose of accommodating changes in the Contractor's direct costs. Contractor shall provide an updated price listing once agreed to adjustment(s) have been approved by the parties.

D. **<u>Indexes</u>:** In most cases an index from the Bureau of Labor Standards (BLS) will be utilized; however, if there is more appropriate, industry recognized standard then that index may be selected.

i. The following definitions apply:
  (1) **Base Period:** Month and year of the original contracted price (the solicitation close date).
  (2) **Base Price:** Initial price quoted, proposed and/or contracted per unit of measure.
  (3) **Adjusted Price:** Base Price after it has been adjusted in accordance with the applicable index change and instructions provided.
  (4) **Change Factor:** The multiplier utilized to adjust the Base Price to the Adjusted Price.
  (5) **Weight %:** The percent of the Base Price subject to adjustment based on an index change.

ii. **Adjustment-Request Review:** Each adjustment-request received will be reviewed and compared to changes in the index(es) identified below. Where applicable:
  (1) Utilize final Compilation data instead of Preliminary data
  (2) If the referenced index is no longer available shift up to the next higher category index.

iii. **Index Identification:** Complete table as they may apply.

| | |
|---|---|
| Weight % or $ of Base Price: 100% | |
| Database Name: Producer Price Index | |
| Series ID: WPU3722 | |
| ☒ Not Seasonally Adjusted | ☐ Seasonally Adjusted |
| Geographical Area: Telecommunication, cable, and internet user services | |
| Description of Series ID: Paging Service | |
| This Index shall apply to the following items of the Bid Sheet / Cost Proposal: all | |

E. **<u>Calculation</u>:** Price adjustment will be calculated as follows:

**Single Index:** Adjust the Base Price by the same factor calculated for the index change.

| |
|---|
| Index at time of calculation |
| Divided by index on solicitation close date |
| Equals Change Factor |
| Multiplied by the Base Rate |
| Equals the Adjusted Price |

F. If the requested adjustment is not supported by the referenced index, the City, at its sole discretion, may consider approving an adjustment on fully documented market increases.

11. **<u>INTERLOCAL PURCHASING AGREEMENTS</u>:** (applicable to competitively procured goods/services contracts).

A. The City has entered into Interlocal Purchasing Agreements with other governmental entities, pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same prices and terms and conditions to other eligible governmental agencies that have an interlocal agreement with the City.

B. The City does not accept any responsibility or liability for the purchases by other governmental agencies through an interlocal cooperative agreement.

15. **OWNERSHIP AND USE OF DELIVERABLES:** The City shall own all rights, titles, and interests throughout the world in and to the Deliverables.

   A. **Patents:** As to any patentable subject matter contained in the Deliverables, the Contractor agrees to disclose such patentable subject matter to the City. Further, if requested by the City, the Contractor agrees to assign and, if necessary, cause each of its employees to assign the entire right, title, and interest to specific inventions under such patentable subject matter to the City and to execute, acknowledge, and deliver and, if necessary, cause each of its employees to execute, acknowledge, and deliver an assignment of letters patent, in a form to be reasonably approved by the City, to the City upon request by the City.

   B. **Copyrights:** As to any Deliverable containing copyrighted subject matter, the Contractor agrees that upon their creation, such Deliverables shall be considered as work made-for-hire by the Contractor for the City and the City shall own all copyrights in and to such Deliverables, provided however, that nothing in this Paragraph 36 shall negate the City's sole or joint ownership of any such Deliverables arising by virtue of the City's sole or joint authorship of such Deliverables. Should by operation of law, such Deliverables not be considered work made-for-hire, the Contractor hereby assigns to the City (and agrees to cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver an assignment to the City of Austin) all worldwide right, title, and interest in and to such Deliverables. With respect to such work made-for-hire, the Contractor agrees to execute, acknowledge and deliver and cause each of its employees providing services to the City hereunder to execute, acknowledge, and deliver a work-for-hire agreement, in a form to be reasonably approved by the City, to the City upon delivery of such Deliverables to the City or at such other time as the City may request.

   C. **Additional Assignments:** The Contractor further agrees to, and if applicable, cause each of its employees to execute, acknowledge, and deliver all applications, specifications, oaths, assignments, and all other instruments which the City might reasonably deem necessary in order to apply for and obtain copyright protection, mask work registration, trademark registration and/or protection, letters patent, or any similar rights in any and all countries and in order to assign and convey to the City, its successors, assigns, and nominees, the sole and exclusive right, title, and interest in and to the Deliverables, The Contractor's obligations to execute acknowledge, and deliver (or cause to be executed, acknowledged, and delivered) instruments or papers such as those described in this Paragraph 36 A., B., and C. shall continue after the termination of this Contract with respect to such Deliverables. In the event the City should not seek to obtain copyright protection, mask work registration or patent protection for any of the Deliverables, but should arise to keep the same secret, the Contractor agrees to treat the same as Confidential Information under the terms of Paragraph above.

16. **CONTRACT MANAGER:** The following person is designated as Contract Manager, and will act as the contact point between the City and the Contractor during the term of the Contract:

Pushpa Srinivasa. IT Project Manager

Pushpa.Srinivasa@austintexas.gov

(512) 974-1309

*Note: The above listed Contract Manager is not the authorized Contact Person for purposes of the **NON-COLLUSION, NON-CONFLICT OF INTEREST, AND ANTI-LOBBYING Provision** of this Section; and therefore, contact with the Contract Manager is prohibited during the no contact period.

# Scope of Work

## SOLICITATION NO.  PAX0139

## Description:  *Wireless Messaging System*

# 1.0 INTRODUCTION

### *About the City of Austin*

The City of Austin, Texas, with a metropolitan area population of over 2 million, is the 11th largest city in the country. This vibrant and dynamic city tops numerous "Best" lists for business, entertainment, cost of living and quality of life. Austin was selected as the "Best City for the Next Decade" (Kiplinger), the "Top Creative Center" in the US (Entrepreneur.com), and is in the Top Seven List of Intelligent Communities for 2012 as ranked by the Intelligent Community Forum. Austin continues to lead the country with its vision of being the "Most Livable City in the Country", emerging as a player on the international scene with such events as SXSW, Formula 1 and being home to companies such as Apple, Samsung, Dell, The Seton Healthcare Family and St. David's HealthCare systems. From the home of state government and the City of Texas, to the "Live Music Capital of the World" and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health, and sustainability. Since 1900, Austin's population has doubled every 20 years, with continued projected record-breaking growth into the next decade and beyond.

### *About the City of Austin Government*

The City of Austin is a progressive, dynamic, full-service municipal organization operating under the Council-Manager form of government. The City has transitioned to a 10-1 structure. The Council is elected from 10 single-member districts, with the mayor at-large. In this structure, the Mayor and City Council is limited typically to two consecutive terms.

The City Council appoints the City Manager who is the chief administrative and executive officer of the City. The City Manager has responsibilities for guiding and directing day-to-day operations as well as providing strategic research, recommendations, and management leadership to the City Council on budget, programs, policies and services. The City Manager implements the organization's administrative responsibilities with a strong team of professional department heads, Assistant City Managers, and the Deputy City Manager. The City Council and City Manager of Austin are committed to their mission of delivering the highest quality services in the most cost effective manner. The organization's vision is to make Austin the most livable city in the country, and the City Manager's resolve is to make it the best-managed city in the country.

## 2.0 PURPOSE

The City of Austin (City) and its Coalition members seek proposals on a commercially available Wireless Messaging System. The City is seeking detailed proposals on system capabilities, features, customization, implementation, hosting services, training and support.

The purpose of the messaging system is to provide an internal notification system for the Austin Department of Homeland Security Emergency Management (HSEM), the City and its coalition partners. The messaging system shall be capable of sending notifications, for all internal communications, to a broad spectrum of participants via multiple devices, such as pagers, cell phones, emails, etc.

The City of Austin and its Coalition members will be hereby referred to collectively as "The City". The Wireless Messaging System will be hereby referred to as the "System".

The System shall support a Software as a Service (SaaS) implementation. The vendor shall provide billing per coalition member wherein each member utilizes their own budget to support the System.

The City is considering a five year contract with an option to extend by five 1-year terms with the selected vendor. Contractual terms are subject to City Council approval and the availability of funding by the City.

### 2.1 Coalition Organizations:

2.1.1 The City Coalition agencies include, but are not limited to, the following:

a. City of Austin (COA)

b. Travis County (TC)

c. Travis County Emergency Service Districts (TC ESDs)

d. University of Texas (UT) Austin

e. Austin Independent School District (AISD)

f. Other Political Subdivisions, School Districts, and Governmental Entities in Travis County and Capital Area Council of Governments (CAPCOG) Region that are current or future members of the Coalition.

2.1.2 Each Coalition Member Organization shall be pre-approved by the Coalition.

2.1.3 Each Coalition Member shall receive all equipment, features, and services at the same contract price.

2.1.4 Each Coalition Organization shall be extended all of the rights, obligations, and warranties offered under the contract with the selected vendor.

2.1.5 Coalition Organizations may elect to obtain all, some, or none of their Wireless Messaging System services.

## 2.2 Affiliation Agencies

2.2.1 The Affiliation agencies include, but are not limited to, the following:

a. The American Red Cross
b. The Salvation Army
c. The Amateur Radio Emergency Service
d. Radio Emergency Associated Communications Team (REACT)
e. Various Print and Broadcast Media Outlets
f. Area Hospitals
g. The Travis County Search and Rescue
h. Various businesses and industries
i. Scouts, Explorers, Auxiliaries, and similar groups providing service to Coalition agencies.
j. Employee Associations of Coalition Members
k. Other employees of Coalition Members who have a need for AWACS and / or special messaging services but do not have an employer-provided devices and/or services.

2.2.2 These Affiliated Organizations coordinate closely with the Coalition and require access to Area Warning and Communications System (AWACS) and other Special Messaging Services.

2.2.3 Each of these Affiliated Organizations, with prior permission of the Coalition, shall receive all equipment, features, and services available to the Coalition.

## 2.3 Wireless Messaging System Mission Statement

To develop a multi-mode wireless messaging system that allows immediate notification of personnel.

- The system shall be reliable and resilient during emergency events.

- The system shall support individual notifications as well as notification to multiple groups of these individuals. (e.g. Individual Notification, All-user notification, All City notification, All Department/Agency Notification, Specialized Group Notification). Specialized groups may consist of a mix of designated individuals throughout the system.
- This system shall be designed to serve all participating governmental entities in Austin and Travis County as well as participating regional and affiliated partners.

## 2.4 Current System

The City is currently using a messaging system consisting of two major components. The components are the Paging system by SPOK Inc. (formerly USA Mobility) and the desktop interface to the Paging system called Wireless Office Messenger (WOM) by Emergin. The WOM is connected to the SPOK Paging terminal via a secure connection.

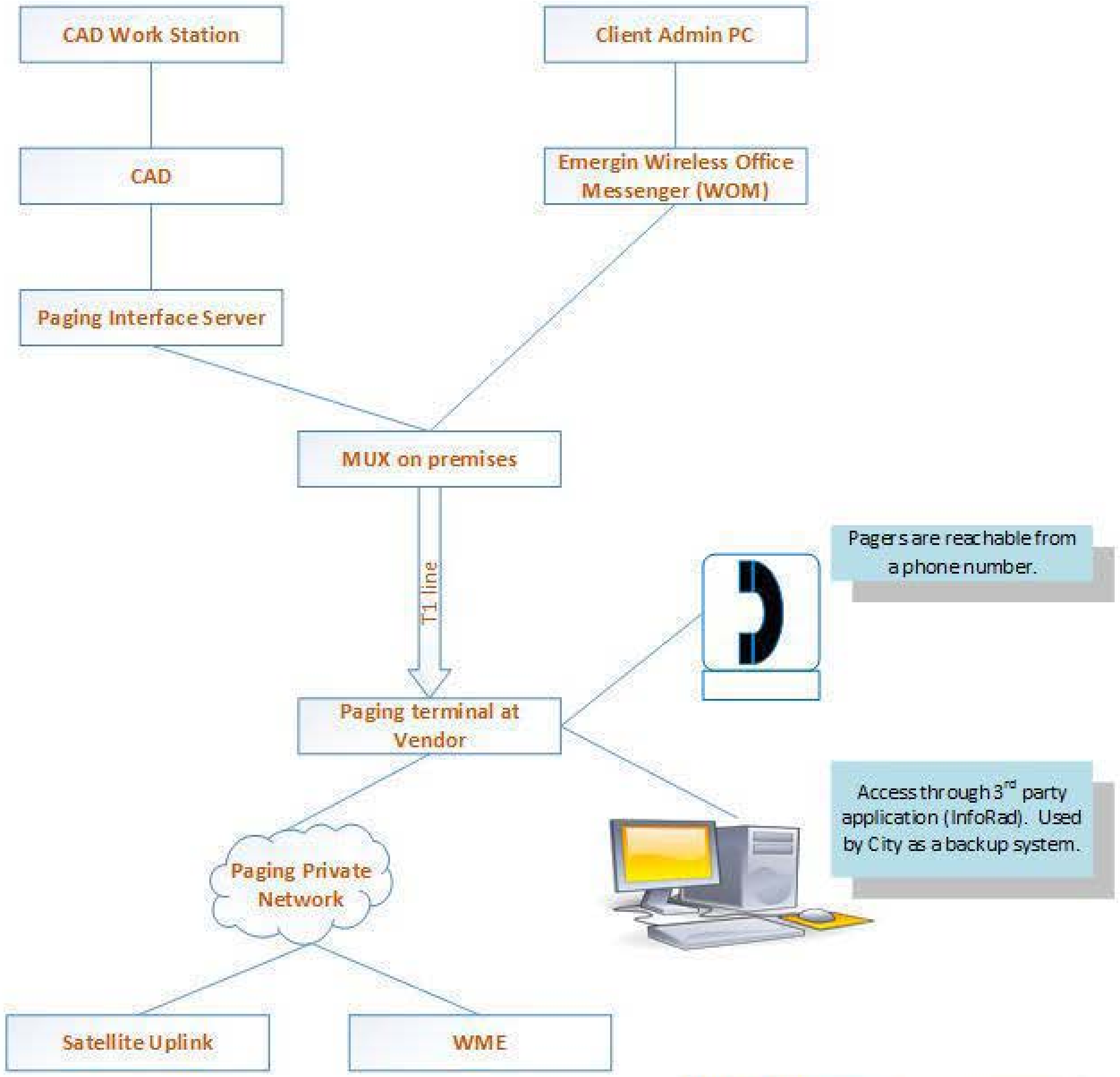
Paging of individuals is supported through the City's computer-aided dispatching (CAD) system. CAD is connected to the SPOK Paging terminal via a secure connection. Access to the paging terminal is also supported by 3rd party software called InfoRad.

The WOM has approximately 6,000 users in the system. A user is defined as the entity who is setup to receive the messages via the System. The Paging System has approximately 7,000 units consisting of 1-way and 2-way alpha-numeric pagers.

The WOM software is no longer supported by the Vendor and needs to be replaced. The Paging System (SPOK) is at the end of the contract and needs to be replaced or upgraded with a solution with enhanced capabilities based upon current and future business needs.

A high level layout of the current system is included as a reference below.

# A layout of the current system with Emergin Wireless Office Messenger (WOM) & the Paging System



Pagers are reachable from a phone number.

Access through 3rd party application (InfoRad). Used by City as a backup system.

MUX – Multiplexer
WME – Wireless Messaging Engine
CAD – Computer Aided Dispatch System (TriTech)

# 3.0 TASKS/REQUIREMENTS

## 3.1 City's Responsibilities: The City will:

3.1.1 Coordinate with the Vendor and the appropriate resources within the City in order to successfully complete the project.

3.1.2 Provide a Project Manager for work sessions, prioritization, coordination, and scheduling with the Vendor's Project Manager.

3.1.3 Provide logistics support for any on-site vendor work or training (office space, computer connection, etc.).

3.1.4 Provide available documentation, as requested and/or access to technical resources.

3.1.5 Provide technical support, if needed and as available.

3.1.6 Provide facilities for all meetings, work sessions and training classes, including audiovisual equipment.

3.1.7 Participate in acceptance testing of the system.

3.1.8 Participate in training classes provided by the Vendor.

3.1.9 Provide review and approval of milestones, deliverables, status reports and invoices.

3.1.10 Review and acceptance of the System by all Coalition members.

## 3.2 Vendor’s Responsibilities: The Vendor shall:

3.2.1 Review and respond to all requirements as defined in Appendix A.

3.2.2 Review and respond to this RFP with all attachments as listed in 0600 RFP Instructions document.

3.2.3 Provide a hosted implementation of the Wireless Messaging System for the City.

3.2.4 Provide billing per coalition member wherein each member utilizes their own budget to support the System.

3.2.5 Provide a turnkey product that includes, but is not limited to, all system design, setup, configuration, testing, performance tuning, training, documentation and implementation required for the system.

3.2.6 Assume full responsibility for and include any and all third-party software required for this solution.

3.2.7 Provide all technical documents for the proposed system and its components. These documents shall include administrator and end user manuals about product installation and maintenance, including detailed design documents for customized system application and test plans. The vendor shall grant the City the authorization to reproduce any provided documents for internal use.

3.2.8 Provide an implementation timeline of the System.

3.2.9 Provide an acceptance test plan as defined in section 4.0 of this document and mutually agreed upon with the City.

3.2.10 Support testing per the acceptance test plan and receive final sign-off from the City.

3.2.11 Provide training to the administrators and authorized users from the Coalition agencies.

3.2.12 Provide any additional support models that the Vendor can support (The City has defined its requirements for Vendor support in Appendix A).

3.2.13 Provide post implementation support and maintenance of the hosted System per the contract Userand the Service Level Agreement (SLA).

# 4.0 USER ACCEPTANCE TESTING PHASE

4.1.1 The Vendor shall support a small-scale implementation of the System and test with a subset of users from every agency in the Coalition, as part of the User Acceptance Testing (UAT).

4.1.2 The Vendor shall provide an Acceptance Test Plan (ATP) explaining the details of the testing on this project.

4.1.3 The ATP shall specifically address all the Requirements as defined in Appendix A. The City shall review and accept the ATP, if it meets all the requirements. The Vendor shall incorporate all changes to the ATP as specified by the City.

4.1.4 The ATP shall include, but is not limited to, the following high level requirements:

a. Access to the hosted solution.
b. Send messages to multiple devices (cellphones, pagers, etc.)
c. Setup of users and accounts (with and without Active Directory)
d. Identity Management and Authentication via Active Directory
e. Testing of Austin/Travis county coverage areas for all services
f. Messages initiated from CAD and delivered through the System
**g.** Direct connection support to paging solution

4.1.5 The City's Wireless Messaging System Project Team, consisting of select users from the City and its Coalition members, shall review the test results and if acceptable, shall sign off on the completion of the UAT.

4.1.6 The billing cycle of the Vendor shall not begin until after the successful execution of the ATP and the sign off of the results, by the Project Team.

4.1.7 The Vendor shall then complete the coalition-wide full deployment of the System.

# 5.0 DELIVERABLES/MILESTONES DURING THE PROJECT

*t0 = Award of the Contract to the Vendor*

| **Deliverables/Milestones** | **Description** | **Tentative Timeline** | **Performance Measure/ Acceptance Criteria** |
|---|---|---|---|
| Project kickoff | Provide an overview of the System and share high level timeline with the City. Propose a high level design for Coalition-wide deployment of the System. | t0 + 3 wks | High level design review |
| Deliver Project Plan and Acceptance Test Plan for review | Provide a detailed Project Plan and an Acceptance Test Plan as defined in the 0600 RFP Instructions Document. | t0 + 6 wks | Acceptance Test Plan review |
| Setup and implement the new System with all agencies of the Coalition | All Coalition agencies and their users setup on the new System to send/received internal messages using the System. | t0 + 10 wks | Users able to send/receive notification using the System to multiple devices. |
| Implement federated authentication, as applicable | Implement multiple Active Directory (AD) integrations with the System for those agencies that support AD. | t0 + 12 wks | Users able to authenticate and send/receive notification using the System to multiple devices. |
| Support message initiation through CAD dispatch system<br>Acceptance Test Plan results | Support the ability for the Coalition dispatchers to use the CAD system to reach the users of the System.<br>Submit User Acceptance Testing results to support signoff of the Acceptance Test Plan. | t0 + 12 wks<br>t0 + 14 wks | Coalition users able to receive notification from the CAD system.<br>Signoff the Acceptance Test Plan |

# 6.0 APPENDICES/EXHIBITS

6.1 Appendix A – Requirements matrix Excel spreadsheet – this is a consolidated list of all functional, technical and implementation requirements for the System.

6.2 0600 RFP Instructions for Wireless Messaging System document.

6.3 0601 Price Proposal Sheet for Wireless Messaging System.

## Section 0605: Local Business Presence Identification

A firm (Offeror or Subcontractor) is considered to have a Local Business Presence if the firm is headquartered in the Austin Corporate City Limits, or has a branch office located in the Austin Corporate City Limits in operation for the last five (5) years, currently employs residents of the City of Austin, Texas, and will use employees that reside in the City of Austin, Texas, to support this Contract. The City defines headquarters as the administrative center where most of the important functions and full responsibility for managing and coordinating the business activities of the firm are located. The City defines branch office as a smaller, remotely located office that is separate from a firm's headquarters that offers the services requested and required under this solicitation.

**OFFEROR MUST SUBMIT THE FOLLOWING INFORMATION FOR EACH LOCAL BUSINESS (INCLUDING THE OFFEROR, IF APPLICABLE) TO BE CONSIDERED FOR LOCAL PRESENCE.**

*NOTE: ALL FIRMS MUST BE IDENTIFIED ON THE MBE/WBE COMPLIANCE PLAN OR NO GOALS UTILIZATION PLAN (REFERENCE SECTION 0900).*

***USE ADDITIONAL PAGES AS NECESSARY***

**OFFEROR:**

| | | |
|---|---|---|
| Name of Local Firm | Spok, Inc. | |
| Physical Address | 10500 Metric Blvd | |
| Is your headquarters located in the Corporate City Limits? (circle one) | [✓ Yes] | No |
| or | | |
| Has your branch office been located in the Corporate City Limits for the last 5 years? | | |
| | | |
| Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?) | Yes | [✓ No] |
| | | |

**SUBCONTRACTOR(S):**

| | | |
|---|---|---|
| Name of Local Firm | None | |
| Physical Address | | |
| Is your headquarters located in the Corporate City Limits? (circle one) | Yes | No |
| or | | |
| Has your branch office been located in the Corporate City Limits for the last 5 years | Yes | No |
| | | |

| | | |
|---|---|---|
| Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?) | Yes | No |
| | | |

**SUBCONTRACTOR(S):**

| | | |
|---|---|---|
| Name of Local Firm | | |
| Physical Address | | |
| Is your headquarters located in the Corporate City Limits? (circle one) | Yes | No |
| or | | |
| Has your branch office been located in the Corporate City Limits for the last 5 years | Yes | No |
| | | |
| Will your business be providing additional economic development opportunities created by the contract award? (e.g., hiring, or employing residents of the City of Austin or increasing tax revenue?) | Yes | No |
| | | |

**Section 0835: Non-Resident Bidder Provisions**

Company Name Spok, Inc.

A. Bidder must answer the following questions in accordance with Vernon's Texas Statues and Codes Annotated Government Code 2252.002, as amended:

Is the Bidder that is making and submitting this Bid a "Resident Bidder" or a "non-resident Bidder"?

Answer: Resident Bidder

(1) Texas Resident Bidder- A Bidder whose principle place of business is in Texas and includes a Contractor whose ultimate parent company or majority owner has its principal place of business in Texas.
(2) Nonresident Bidder- A Bidder who is not a Texas Resident Bidder.

B. If the Bidder id a "Nonresident Bidder" does the state, in which the Nonresident Bidder's principal place of business is located, have a law requiring a Nonresident Bidder of that state to bid a certain amount or percentage under the Bid of a Resident Bidder of that state in order for the nonresident Bidder of that state to be awarded a Contract on such bid in said state?

Answer: ____________ Which State: ____________

C. If the answer to Question B is "yes", then what amount or percentage must a Texas Resident Bidder bid under the bid price of a Resident Bidder of that state in order to be awarded a Contract on such bid in said state?

Answer: ____________

## ADDENDUM
## CITY OF AUSTIN, TEXAS

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**Solicitation: PAX0139** **Addendum No: 1** **Date of Addendum: 08/08/2016**

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This addendum is to incorporate the following changes to the above referenced solicitation:

1. **Extension:** The proposal due date is hereby extended until 09/22/2016, 2:00 pm, local time.

2. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ____________________ 08/08/2016
Sai Purcell, Senior Buyer Specialist Date
Purchasing Office, 512-974-3058

ACKNOWLEDGED BY:
Spok, Inc. ____________________ 9/27/16
Name Authorized Signature Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

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**Solicitation: PAX0139** **Addendum No: 2** **Date of Addendum: 08/12/2016**

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This addendum is to incorporate the following change, question and answer to the above referenced solicitation:

1. Q) Does the City expect to take ownership of the any portion of the System at the end of the initial term of 5 years or will the full system remain the property of vendor even at end of contract?
   A) The City owns all data on the system but the software is a service with all upgrades and patches included in the service. The pagers will be leased under the same service covering all upgrades and patches.
2. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ______________________
Sai Purcell, Senior Buyer Specialist
Purchasing Office, 512-974-3058

08/12/2016
Date

ACKNOWLEDGED BY:

Spok, Inc.
Name

Authorized Signature

9/27/16
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

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**Solicitation: PAX0139** **Addendum No: 3** **Date of Addendum: 08/15/2016**

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This addendum is to incorporate the following change, question and answer to the above referenced solicitation:

1. Appendix A – Wireless Messaging System Requirements has deleted in its entirety and replaced with Appendix A.R – Wireless Messaging System Requirements.

2. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ____________________ 08/15/2016
Sai Purcell, Senior Buyer Specialist Date
Purchasing Office, 512-974-3058

ACKNOWLEDGED BY:

Spok, Inc. ____________________ 9/27/16
Name Authorized Signature Date

**<u>RETURN ONE COPY OF THIS ADDENDUM</u> TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

**Solicitation: PAX0139** **Addendum No: 4** **Date of Addendum: 09/01/2016**

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This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation:

1. **Question**: 2.01 and 2.05 – What is the definition of "short code" as used in sections 2.01 and 2.05?

| | | | |
|---|---|---|---|
| 2.01 | Message Services | The System shall provide text messaging via traditional SMS.<br>Vendor shall send text messages using a unique short code for all messages sent from the system. The receiving device shall have a method to identify all text messages received from the system. | Must Have |
| 2.05 | Message Services | The System shall generate an automatic sender (Short Code) ID for these following message types:<br>• Email<br>• SMS<br>• Pager | Must Have |

**Answer**: The City's requirement is to deliver true SMS messages using short codes; all messages come from the same pre-fix. The carrier provides short codes.

2. **Question**: 2.34 – What are the existing items listed in this section currently in use?

| | | | |
|---|---|---|---|
| 2.34 | Message Services | The System shall support message delivery to following alerting systems:<br>Public addressing System<br>Sirens/beacons<br>Electronic messaging boards<br>Digital signage<br>Panic/duress System<br>Digital sensors, e.g., chemical leak, temperature management, digital camera.<br>List all of your partners in these markets. If you provide these tools yourself, please document the product names. | Desired |

**Answer**: This is a desired feature. If the vendor can support it, please mention any and all partners used by the vendor to support these systems.

3. **Question:** 2.40 – When would the City utilized "vendor operator assisted activation"?

| | | | |
|---|---|---|---|
| 2.40 | Message Services | The System shall provide the Vendor operator-assisted activation. | Must Have |

**Answer:** The City is requesting an alternate mechanism to deliver the messages, if the internet is not available. The vendor shall have the ability to make sure there is a way to send a message if all systems are down. This requirement shall be available on as needed basis, but will not be used on a daily basis and will only be used when the regular mode of transmission is not available and for critical failure times.

4. **Question**: 2.67, 2.66, 2.69 – What is "call' under this section mean?

| | | | |
|---|---|---|---|
| 2.66 | Message Services | The System shall have the ability to stop calling when one device is reached | Desired |
| 2.67 | Message Services | The System shall have the ability to stop calling after a predefined number of people respond (for example, the people in one group) | Desired |

| | | | |
|---|---|---|---|
| 2.68 | Message Services | The System shall have the ability to set a global default for all calling scenarios | Desired |
| 2.69 | Message Services | The System shall have the ability to redirect a call to another contact if a contact does not answer. | Desired |

**Answer:** The term Call in the requirements representing messaging. It is not a "voice" component. However, if vendors have the ability to support voice in addition to messaging, the vendor are invited to provide the information in the notes column of the requirement sheet.

5. **Question:** 2.64 – Can the City provide example of what considered escalation?

| | | | |
|---|---|---|---|
| 2.64 | Message Services | The System shall have the ability to set custom rules for escalation | Desired |

**Answer**: The requirement is to have the ability to escalate the delivery of the message for an on-call group. For example, if the recipient of the message does not respond on time, then the system shall deliver the message to the next person as configured in the system for group hierarchy.

6. **Question:** 5.13 – Would the database management be system wide or only for those accounts that choose to have vendor assist and would it be for all devices?

| | | | |
|---|---|---|---|
| 5.13 | Vendor support | The Vendor shall support System database management including, but not limited to, add, delete, and any other modifications to each user account and associated end points within the proposed software solution at the Austin customer-service location as defined in 5.11. | Desired |

**Answer**: The database management will be for system-wide and will not be split by coalition members.

7. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ______________________ 09/01/2016
Sai Purcell, Senior Buyer Specialist
Purchasing Office, 512-974-3058
Date

ACKNOWLEDGED BY:

Spok, Inc. ______________________ 9/27/16
Name
Authorized Signature
Date

**<u>RETURN ONE COPY OF THIS ADDENDUM</u> TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

**Solicitation: PAX0139** **Addendum No: 5** **Date of Addendum: 09/08/2016**

---

This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation:

1. **Question**: 2.00 - Can you please provide clarification on what additional information is being requested by the following sentence: "Please describe all different end points supported by your System."

| | | | |
|---|---|---|---|
| **2.00** | Message Services | The System shall have the capability of sending notifications to any combination multiple endpoints simultaneously. The endpoints included, but not limited to, are:<br>- Smart phones<br>*Mobile Application<br>*SMS gateway/aggregator<br>- Pagers/Pager Application<br>- Email<br>Please describe all different end points supported by your System. | Must Have |

**Answer:** Currently, the City has pagers and pages delivered as email to smart phones as devices and end points supported on the paging system. The requirement in 2.00 is for the vendor to describe **any other** devices or end points which we have not thought of, if the vendor's system can support those devices and endpoints.

2. **Question**: 2.01 and 2.05 – We have reviewed the answer provided in Addendum 4 regarding the definition of short code; however, we are still unclear. The definition we were able to find is: "Short codes (also known as short numbers) are special telephone numbers, significantly shorter than full telephone numbers, that can be used to address MMS and SMS messages from certain service providers' mobile phones or fixed phones." Does this definition adequately define what is being requested?

| | | | |
|---|---|---|---|
| **2.01** | Message Services | The System shall provide text messaging via traditional SMS. Vendor shall send text messages using a unique short code for all messages sent from the system. The receiving device shall have a method to identify all text messages received from the system. | Must Have |
| **2.05** | Message Services | The System shall generate an automatic sender (Short Code) ID for these following message types:<br>• Email<br>• SMS<br>• Pager | Must Have |

**Answer:** Yes, this definition fits the City's requirement. The City wants all messages that come from the paging terminal to be identified by the same numeric code so that the number can be saved by the recipient to identify the sender. An example would be similar to when we receive text messages from Banks on account balances, etc. – for a given Bank, their messages originate from the same short number and can be tagged by the recipients to identify the sender of the messages. The City's ultimate goal is to receive messages consistently originating from the same number.

3. **Question**: 2.06, 2.07, 2.08, 2.09 – Does the City of Austin require actual 2-way pagers with 2-way service or just alphanumeric service?

| | | | |
|---|---|---|---|
| **2.06** | Paging Services | The System shall provide 1-Way and 2-Way alpha-numeric messaging services including capcode groups, e-groups, and maildrops. | Must Have |
| **2.07** | Paging Services | The System shall provide an unlimited number of 1-Way and 2-Way alpha-numeric messages without any charges per message. This includes capcode groups, e-groups, and maildrops. | Must Have |
| **2.08** | Paging Services | The Vendor shall supply and support the 1-Way and 2-Way alpha-numeric paging devices. | Must Have |
| **2.09** | Paging Services | The Vendor shall provide 2-way and 1-way alpha-numeric paging devices with encryption. | Desired |

**Answer:** The City requires 1-way and 2-way pagers capable of handling alpha-numeric messages.

4. **Question**: 2.23 – Can you please provide a list of Coalition Facilities and their addresses?

| | | | |
|---|---|---|---|
| **2.23** | Paging Services | The System shall provide **enhanced in-building pager coverage** within the Coalition facilities | Must Have |

**Answer:** The City is reviewing this request and will be releasing a separate addendum on this question.

5. **Question:** 2.43 – Can you please explain who's system you are referring to? Are you asking about the PSTN System or our system?

| | | | |
|---|---|---|---|
| **2.43** | Message Services | The System shall support pager message initiation from the Public Switched Telephone Network (PSTN) to messaging devices for numeric and voicemail access. Please specify how messages are transmitted through their system. | Must Have |

**Answer**: The system provided by the vendor.

6. **Question:** 2.60 – Can you please explain what is meant by "tag" of messages?

| | | | |
|---|---|---|---|
| **2.60** | Message Services | The System shall support search and tag of messages, by authorized users. | Desired |

**Answer**: A way to "tag" or "mark" or "label" or "select" the messages so they can be selected and archived offline.

7. **Question:** 5.01 – Can you please provide a list of the City's NXXs?

| | | | |
|---|---|---|---|
| **5.01** | Vendor support | The Vendor shall provide D.I.D. numbers that are not part of the City's NXXs for affiliated organizations and other special uses at no additional charge. These are for pager access. | Must Have |

**Answer:** The NXX numbers are 802 and 935

8. **Question:** 6.11 - How are messages currently being sent from the CAD System?

| | | | |
|---|---|---|---|
| **6.11** | Service Reliability | The System shall support a connection the City's TriTech CAD System for sending messages reliably through the proposed System. Please describe in detail the proposed connection. | Must Have |

**Answer:** Currently, communication between CAD and the paging terminal is using the TAP protocol. City's CAD implementation can support the following protocols: PET/TAP, SigTec, SMTP, WCTP, Carbon Copy, SNPP. The current architecture diagram is included in the 0500 Statement of Work document in the solicitation.

9. **Question:** Are you looking for automated delivery of reports?

| | | | |
|---|---|---|---|
| **9.01** | Reporting | The System shall provide the authorized end-user the ability to schedule report delivery | Must Have |

**Answer:** Yes, the City is looking for automated delivery of reports.

10. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: Elisa Folco
Elisa Folco, Corporate Contract Administrator
Purchasing Office, 512-974-1421

09/08/2016
Date

ACKNOWLEDGED BY:

Spok, Inc.
Name

Authorized Signature

9/27/16
Date

**RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# REQUEST FOR PROPOSAL
# CITY OF AUSTIN, TEXAS

---

**RFP:** PAX0139 **Addendum No: 6** **Date of Addendum:** 09/14/2016

---

This addendum is incorporating the following changes, questions and answers to the above-referenced RFP.

1. **PROPOSAL DUE PRIOR TO date** has been extended to 10/04/2016, 2:00 pm, local time.

2. **PROPOSAL CLOSING TIME AND DATE** has been extended to 10/04/2016, 2:15 pm, local time.

3. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURES affixed below, this Addendum is hereby incorporated into and made a part of the above-referenced Request for Proposal.

APPROVED BY:

Elisa Folco, Corporate Contract Administrator
Purchasing Office

09/14/2016
Date

ACKNOWLEDGED BY:

Spok, Inc.
Vendor Name

Authorized Signature

9/27/16
Date

**RETURN A COPY OF THIS ADDENDUM to the City of Austin Purchasing Office with your proposal. Failure to do so may constitute grounds for rejection of your offer.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

**Solicitation: PAX0139** **Addendum No: 7** **Date of Addendum: 09/16/2016**

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This addendum is to incorporate the following changes, questions and answers to the above referenced solicitation:

1. **Question**: 2.23 - Can you please provide a list of Coalition Facilities and their addresses?

| | | | |
|---|---|---|---|
| **2.23** | Paging Services | The System shall provide **enhanced in-building pager coverage** within the Coalition facilities | Must Have |

**Answer:** Attached is a partial list of coalition locations. Please note that the coalition locations are not limited to this list as there are other sites that are part of the City of Austin and Travis County coverage area.

7. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: Elisa Folco
Elisa Folco, Corporate Contract Administrator
Purchasing Office, 512-974-1421

09/16/2016
Date

ACKNOWLEDGED BY:

Spok, Inc.
Name

Authorized Signature

9/27/16
Date

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| ADDRESS | Direction | Street | Type | CITY | ZIP_CODE |
|---|---|---|---|---|---|
| 500 | West | 10Th | St | AUSTIN | 78701 |
| 509 | West | 11th | St | AUSTIN | 78701 |
| 601 | East | 15th | St | AUSTIN | 78701 |
| 3616 | South | 1st | St | AUSTIN | |
| 4128 | South | 1ST | St | AUSTIN | |
| 415 | West | 2nd | St | AUSTIN | |
| 201 | West | 30TH | St | AUSTIN | |
| 919 | East | 32nd | St | AUSTIN | 78705 |
| 1201 | West | 38th | St | AUSTIN | 78705 |
| 2006 | East | 4th | St | AUSTIN | |
| 2011 | East | 51ST | St | AUSTIN | |
| 401 | East | 5th | St | AUSTIN | |
| 715 | East | 8th | St | AUSTIN | |
| 829 | | AIRPORT | Blvd | AUSTIN | |
| 4305 | | AIRPORT | Blvd | AUSTIN | |
| 55555 | | Airport | Blvd | AUSTIN | 78751 |
| 3605 | | ALLEGIANCE | Ave | LAGO VISTA | |
| 9218 | | ANDERSON MILL | Rd | JOLLYVILLE | |
| 10111 | | ANDERSON MILL | Rd | AUSTIN | |
| 3400 | | ANDTREE | Blvd | AUSTIN | |
| 205 | West | Bagdad | Ave | ROUND ROCK | |
| 5211 | | BALCONES | Dr | AUSTIN | |
| 4111 | | BARTON CREEK | Blvd | OAK HILL | |
| 5656 | | Bee Caves | Rd | WESTLAKE HILLS | 78746 |
| 801 | | BEE CREEK | Rd | BRIARCLIFF | |
| 901 | West | Ben White | Blvd | AUSTIN | 78704 |
| 6311 | | BERKMAN | Dr | AUSTIN | |
| 7200 | | Berkman | Dr | AUSTIN | |
| 3416 | | Bill Price | Rd | DEL VALLE | 78617 |
| 1000 | | BLANCO | St | AUSTIN | |
| 9409 | | BLUEGRASS | Dr | AUSTIN | |
| 1021 | West | BRAKER | LN | AUSTIN | |
| 15300 | | BRATTON | LN | Pflugerville | |
| 12010 | | BRODIE | LN | AUSTIN | |
| 503 | | BRUSHY CREEK | Rd | Cedar Park | |
| 5500 | | BURLESON | Rd | AUSTIN | |
| 7811 | | Burleson-Manor | Rd | AUSTIN | 78653 |
| 4215 | | CALDWELL | LN | DEL VALLE | |
| 1295 | South | CAPITAL OF TEXAS | Hwy | AUSTIN | |
| 2434 | | CARDINAL | LOOP | AUSTIN | |
| 201 | | CHICON | St | AUSTIN | |
| 150 | | CHURCH PARK | Rd | Cedar Park | |
| 9211 | | CIRCLE | Dr | OAK HILL | |
| 4200 | | CITY PARK | Rd | AUSTIN | |
| 6003 | | COMMANCHE | TRL | AUSTIN | |
| 203 | | Commerce | Blvd | ROUND ROCK | |

| | | | | |
|---|---|---|---|---|
| 353 South | COMMONS FORD | Rd | AUSTIN | |
| 1705 South | CONGRESS | Ave | AUSTIN | |
| 1570 | CYPRESS CREEK | Rd | Cedar Park | |
| 350 | Deepwood | Dr | ROUND ROCK | |
| 3704 | DEER | LN | AUSTIN | |
| 5228 | DUVAL | Rd | AUSTIN | |
| 4201 | ED BLUESTEIN | Blvd | AUSTIN | |
| 9019 | ELROY | Rd | DEL VALLE | |
| 11401 | ESCARPMENT | Blvd | AUSTIN | |
| 4010 | FM 1327 | Rd | MUSTANG RIDGE | |
| 665 West | FM 1626 | Hwy | AUSTIN | |
| 7900 | FM 1826 | Hwy | AUSTIN | 78737 |
| 5507 | FM 2222 | Rd | AUSTIN | |
| 15406 | FM 2769 | Rd | VOLENTE | |
| 3621 South | FM 620 | Hwy | AUSTIN | |
| 2307-A. | Foster | Ave | AUSTIN | |
| 11612 | FOUR IRONS | Dr | AUSTIN | |
| 12813 | Galleria | Cir | Bee Cave | 78738 |
| 3399 | Gattis School | Rd | ROUND ROCK | |
| 3300 | GENERAL AVIATION | Ave | AUSTIN | |
| 15516 | GENERAL WILLIAMSON | Dr | AUSTIN | |
| 1001 | Great Oaks | Dr | ROUND ROCK | |
| 16248 | Great Oaks | Dr | ROUND ROCK | |
| 3002 | GUADALUPE | St | AUSTIN | |
| 2109 | HANCOCK | Dr | AUSTIN | |
| 1182 | Hargrave | St | AUSTIN | |
| 11205 | HARRIS BRANCH | PKWY | AUSTIN | |
| 12711 | HARRISGLEN | Dr | AUSTIN | |
| 1311 | HIGHLAND | Dr | Cedar Park | |
| 3800 | Hudson Bend | Rd | AUSTIN | 78734 |
| 14312 | HUNTERS BEND | Rd | AUSTIN | |
| 4514 | James Wheat | St | AUSTIN | |
| 2301 | KELLY | LN | Pflugerville | |
| 1605 | KINNEY | Ave | AUSTIN | |
| 6001 | Kyle | PKWY | Kyle | 78640 |
| 10041 | LAKE CREEK | PKWY | AUSTIN | |
| 3801 North | Lamar | Blvd | AUSTIN | 78756 |
| 5710 North | Lamar | Blvd | AUSTIN | |
| 12425 | Lamplight Village | Ave | AUSTIN | |
| 18917 | Limestone Commercial | Dr | Pflugerville | 78660 |
| 411 | LOHMAN FORD | Rd | POINT VENTURE | |
| 1211 | LOHMANS CROSSING | Rd | Lakeway | |
| 6601 | MANCHACA | Rd | AUSTIN | |
| 506 West | MARTIN LUTHER KING | Blvd | AUSTIN | |
| 5401 | MC CARTY | LN | AUSTIN | |
| 100 | Medical | PKWY | Lakeway | 78734 |
| 1401 | Medical | PKWY | Cedar Park | 78613 |

| | | | | |
|---|---|---|---|---|
| 2804 | MONTEBELLO | Rd | AUSTIN | |
| 12221 North | Mopac | Expwy | AUSTIN | 78758 |
| 4900 | Mueller | Blvd | AUSTIN | 78723 |
| 5811 | NUCKOLS CROSSING | Rd | AUSTIN | |
| 5905 | NUCKOLS CROSSING | Rd | AUSTIN | |
| 2811 | OAKMONT | Dr | ROUND ROCK | |
| 5010 | Old Manor | Rd | AUSTIN | |
| 311 North | PALEFACE RANCH | Rd | Spicewood | |
| 18300 | PARK | Dr | Jonestown | |
| 18310 | PARK | Dr | Jonestown | |
| 2410 West | PARMER | LN | AUSTIN | |
| 405 West | PARSONS | St | MANOR | |
| 203 East | PECAN | St | Pflugerville | |
| 911 West | PFLUGERVILLE | PKWY | Pflugerville | |
| 517 South | PLEASANT VALLEY | Rd | AUSTIN | |
| 400 | Ralph Ablandeo | Dr | AUSTIN | |
| 404 | Ralph Ablandeo | Dr | AUSTIN | |
| 500 | Ralph Ablandeo | Dr | AUSTIN | |
| 1991 | Rawhide | Dr | ROUND ROCK | |
| 1305 | Red River | St | AUSTIN | |
| 7000 | REESE | LN | AUSTIN | |
| 8989 | RESEARCH | Blvd | AUSTIN | |
| 11113 | RESEARCH | Blvd | AUSTIN | 78759 |
| 7701 | RIVER PLACE | Blvd | AUSTIN | |
| 5309 East | RIVERSIDE | Dr | AUSTIN | |
| 14401 | ROUND MOUNTAIN | Rd | LEANDER | |
| 2400 | Round Rock | Ave | ROUND ROCK | 78681 |
| 1330 East | RUNDBERG | LN | AUSTIN | |
| 201 | Seton | PKWY | ROUND ROCK | 78665 |
| 8660 West | SH 71 | Hwy | AUSTIN | |
| 13333 West | SH 71 | Hwy | Bee Cave | |
| 22404 West | SH 71 | Hwy | Spicewood | |
| 4800 | SHAW | LN | AUSTIN | |
| 9421 | SPECTRUM | Dr | AUSTIN | |
| 4301 | SPEEDWAY | Blvd | AUSTIN | |
| 4201 | SPICEWOOD SPRINGS | Rd | AUSTIN | |
| 812 | Springdale | Rd | AUSTIN | |
| 3048 | STEINER RANCH | Blvd | AUSTIN | |
| 10100 | TRAILS END | Rd | LEANDER | |
| 5200 | TRAVIS OAKS | Dr | MARBLE FALLS | |
| 300 | University | Blvd | ROUND ROCK | 78665 |
| 5412 South | US 183 | Hwy | AUSTIN | |
| 15 | Waller | St | AUSTIN | |
| 1201 | WEBBERVILLE | Rd | AUSTIN | |
| 6702 | WENTWORTH | Dr | AUSTIN | |
| 1109 | WESTLAKE | Dr | WESTLAKE HILLS | |
| 3009 | WINDSOR | Rd | AUSTIN | |

# ADDENDUM
# CITY OF AUSTIN, TEXAS

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**Solicitation: PAX0139** **Addendum No: 8** **Date of Addendum: 09/27/2016**

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This addendum is to incorporate the following change, question and answer to the above referenced solicitation:

1. Q) How many web-users will CoA require for desktop messaging and administration?
   A) Each account user will be a sender estimate up to 10,000 senders. Administrators will be 1-20.

2. Q) What is the model of the TriTech CAD?
   A) Version: 5.7.27.1

3. Q) Section 0500, Scope of Work, Current System, Item 2.4 states, "The WOM (Emergin) database has approximately 6,000 users in the system. A user is defined as the entity who is setup to receive the messages via the System. The Paging System has approximately 7,000 units consisting of 1-way and 2-way alpha-numeric pagers. However, PAX 0139 - Section 0601: Price Proposal for Wireless Messaging System A: Coalition Prices: Required messaging device lease and messaging service. "The City estimates the number of users to be approximately 6000 and number of pagers to be approximately 1500." What is the actual device count?
   A) Section 0500, Scope of Work, Current System, Item 2.4 covers the **current count** of the devices. In addition, section 0601 covers **an estimate of the count on the new System**.

4. Q) How many messages, on average, are sent a month?
   A) Daily message counts are ~500. This includes group messaging via **single cap code** on paging. If proposal uses cascade messaging the actual message county would increase to ~20,000 per day.

5. Q) How many messages will need to be sent during an "all send" situation and in what amount of time?
   A) The "all send" message will vary from department level to all users. The per "all send" message can range from 20-10,000 users. Most messages today are 200-240 characters. Therefore, depending on message length supported the actual 'message count' may be more if the message length supported requires the message to be split into multiple messages.

6. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ______________________
Sai Purcell, Senior Buyer Specialist
Purchasing Office, 512-974-3058

09/27/2016
Date

ACKNOWLEDGED BY:

Spok, Inc.
Name

Authorized Signature

9/27/16
Date

**<u>RETURN ONE COPY OF THIS ADDENDUM</u> TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# ADDENDUM
# CITY OF AUSTIN, TEXAS

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**Solicitation: PAX0139** **Addendum No: 9** **Date of Addendum: 09/28/2016**

---

This addendum is to incorporate the following change, question and answer to the above referenced solicitation:

1. Q) Can the City provide clarification on the response format? Section 0600, page 1, Item 1. Proposal Format states that Section 0601 Price Sheet should be included in Tab 1 however on page 4 of 8 2. Price Proposal it states it should be in a sealed envelope – please confirm if should be in Tab 1 or a separate envelope.
   A) Proposer shall submit one printed original and one electronic version of the completed price proposal in a separate sealed envelope in the same RFP package submitted.
2. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY: ______________________ 09/28/2016
Sai Purcell, Senior Buyer Specialist Date
Purchasing Office, 512-974-3058

ACKNOWLEDGED BY:
Spde, Inc. ______________________ 9/28/16
Name Authorized Signature Date

**<u>RETURN ONE COPY OF THIS ADDENDUM</u> TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.**

# Spōk Proposal

## An Enterprise Approach to Critical Communications

Designed for **Austin Coalition**

3/17/2017 revised 3/20/17

## Austin Coalition Strategy

Many organizations around the globe rely on Spok solutions for efficient communications and a reliable way to ensure productivity and safety. A streamlined communication system can support internal and external communication demands with speed, reliability, and control. For both crisis and day-to-day communications, Spok solutions can help cut costs and mitigate risk. Spok recognizes the pending business need to replace the Emergin Wireless Office Product with a more flexible, highly reliable, web based user interface for Austin Coalition.

## Benefits to Austin Coalition

Spok strongly believes that this proposed collaboration will have significant positive impacts to your organization and support your strategic plan. Some of the benefits Austin Coalition will realize from an expanded investment and partnership with Spok include:

- Enterprise Messaging
- Support for enterprise-wide communications on a single platform
- Track, log and report on all messaging activity in a single platform
- Enable individual, group, and multi-device communications
- Enable self-service administration for message routing and devices (if required)
- Leverage exiting wireless long range paging coverage for pager endpoints
- Add the capability to provide a Smart Phone app allowing for secure, encrypted, 2-way messaging to Android and iOS Smart Devices
- Add the capability to send SMS messages to Coalition subscribers
- Add the capability to send EMAIL (SMTP) messages to Coalition subscribers
- Add advance Group Messaging Capabilities (Cap Code, Dynamic, Personal, and Password Protected)
- Add enterprise-wide On-Call Schedule Capability allowing for messaging to functions based on shifts
- Add user device profiles that can contain any or all of EMAIL, SMS, PAGER, SECURE MESSAGING endpoints. Users may elect their own default device to receive messages
- Leverage Existing Dispatcher Applications
- InfoRad – Interfaced with Smart Suite Messaging Engine via TAP/SNPP protocol
- CAD – Interfaced with Smart Suite Messaging Engine via TAP/SNPP protocol
- DA Page – Interfaced with Smart Suite Messaging Engine via TAP/SNPP protocol
- CastleRock – Interfaced with Smart Suite Messaging Engine via TAP/SNPP protocol

- Consolidate multiple directories into a single source of truth
- Remove separate, isolated silos of information
- Austin Police Department (APD) will interface existing AD person/group data via custom interface scripts

Spok can not only deliver the only true unified critical communication platform available in the market place today, we can also provide the best practices and professional services required to ensure a successful implementation with high adoption.

We appreciate the opportunity to continue our partnership with your organization! Spok and the Austin Coalition have been working together for 17+ years. We are excited to present this enterprise proposal and to help the Coalition achieve your organization's key critical communication initiatives.

## Spok Overview

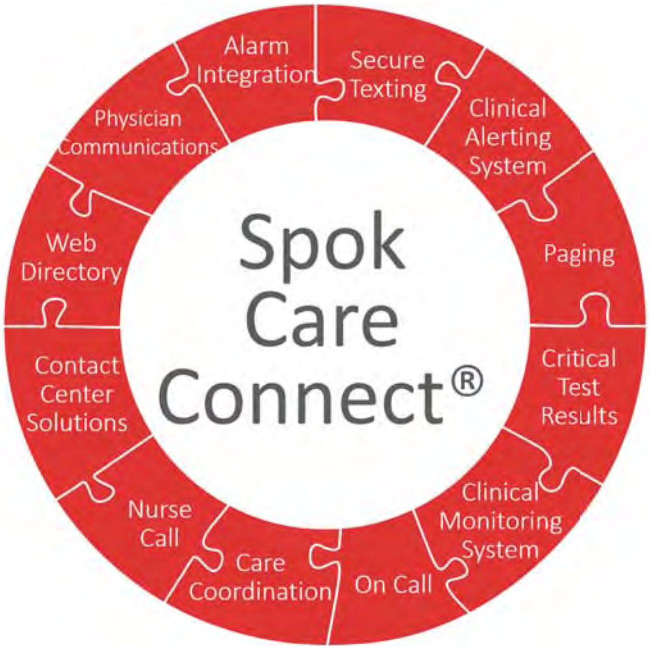
Spok is passionate about critical and emergency communications. We offer a unique communications platform that integrates with existing workflows in your environment. Our platform will enable you to deliver information quickly and securely into the hands of those who need to act on it—wherever they are and on whatever device they are using.

Spok's platform can solve multiple challenges across different areas of the Coalition. The integrated solution provides directory details, on-call schedules, staff contact preferences, secure messaging, and a lot more. To Communications generated from individual users and third party clinical monitoring systems can be routed to any user carrying any device based on directory, scheduling, and preferences information managed by Spok.

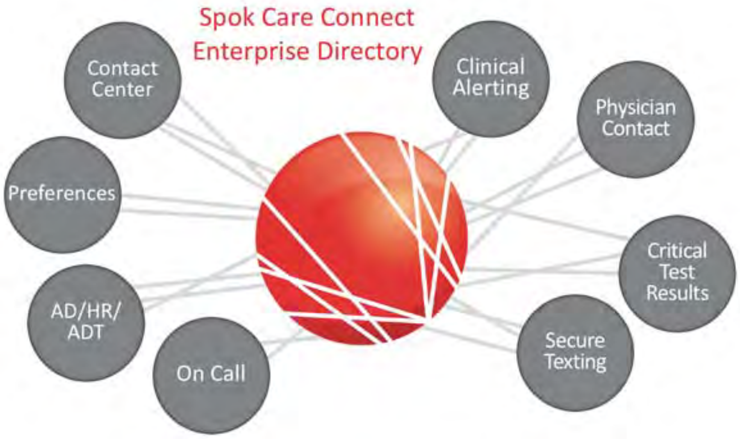
The solution is extremely flexible, spanning messaging, voice, alarms, and alerts across many different devices. The directory, scheduling, and preference data at the heart of the system serves as a single source of truth across the enterprise. Ultimately, Spok enables better results with workflow-driven communications.

The Spok platform is based on a broad vision for communications in these three key universal objectives:

1. Workflow-driven communications
2. Emergency Team Communication
3. Mobilization of Interactions



Spok's workflow-driven communications, utilized in public safety or healthcare, are about the seconds and minutes involved in gathering a team, communicating a result, or coordinating a response. The communications we manage drive workflows and enable improved critical communications. We also see that critical interactions are becoming more and more mobile, while expectations are high for traceable, secure, and easy communications methods.



The Spok platform becomes the "heart" at the center of all the communications in an enterprise. At the center of the platform is the Enterprise Directory, the key to enhancing your critical workflows. The Spok directory, which includes all pertinent information for users, staff, and employees, and other sources to provide one single and up-to-date source of information, which is used throughout all critical communications. What this does is support your teams in making decisions quickly and securely with accurate information.

| SPOK SOLUTION | Monthly Charge Per User |
|---|---|
| **Austin Coalition "full" Enterprise User** | $6.50 (User with a device minimum of 6000+ users) (includes Spok Mobile/secure messaging) |
| | |
| **Austin Coalition "limited" Enterprise User** | $4.00 (User with a device minimum of 6000+ users) |
| | |
| **Basic User – no device** | $3.00 (Unlimited number of users as long as there is a minimum of 6000+ other device types) |

*** Pricing above is based on a minimum of 6,000 users. Tiered pricing is available for enterprise users. 3,000-4,500 limited enterprise users, $7.50; 4,501-6,000 users, $5.25; 6,001-7,500 users, $4.00; $7,501+ users $3.25. Full enterprise users software only: 3000-4500 users, $9.00, 4501-6000 users, $7.75, 6001-7500 users, $6.50, 7501+ users, $5.75.

Many federal, state and local agencies require the highest standards in systems and processes throughout their organizations to achieve secure communications. Spok provides these organizations with a central communications platform to support both day-to-day and event-driven communications with speed, accuracy, and efficiency. Spok enables increased accuracy and faster emergency communications by giving full enterprise users the speed and flexibility to handle emergency events. The Spok solution is highly reliable in order to facilitate critical messaging and emergency escalations that the Coalition encounters every day.

## Spok Recommendation

In order for the Coalition to achieve optimal results with regard to critical communications, Spok's recommendation is for all personnel outside of Dispatchers to have access as a "full" Enterprise user. Users without access to the full enterprise option will not be able to utilize Spok's software from a mobile device and thus won't realize many benefits the complete solution is designed to deliver. As an example, schedules and teams can be messaged from a mobile device by accessing calendars and business logic inherent in the software. This level of functionality will not be available to those designated as a "limited" Enterprise User. Understanding that budgets are under pressure and the that there is a stated need to get maximum utility value out of your investments we have created tiers for both full and limited enterprise users which allow the Coalition to realize lower per user pricing based on volume. Finally, Spok listened to your request regarding creating a lower priced option specifically for dispatchers only. During that meeting the number of dispatchers was estimated to be between 300-500. Therefore, we will honor the lower monthly price outlined above for up to 500 dispatch users, the high end of the range you provided us. However, these users do not have a user profile, so any communications sent or received by a user with no profile and no device (dispatch only user up to 500) would not be part of the audit trail and not traceable from a reporting standpoint. This is not a Spok recommended approach.

***Pricing is based on a 60 month agreement (as delineated in the RFP) with an estimated minimum of 6000 users as described by the key stakeholders**

## Austin Coalition Full Enterprise Users

Full Enterprise users benefit from the following functionality as part of the Spok Platform:

### *Emergency Notification*

Manage time-sensitive communications with Spok's emergency notification system, which initiates, monitors, and manages emergency notifications of all types. It automatically delivers messages, collects responses, escalates to other personnel if needed, and logs all activities for reporting and analysis. Notifications can be initiated via web or phone and can be sent to various devices, including phones, smartphones, pagers, email, and fax. Those with specific roles within your emergency response plan need specific information—not just a common alert message. The Spok system allows you to turn your business continuity plans into message templates specifying the people to be notified and involved, which communication device(s) to be used, and the time period in which individuals or groups must take action before the message is escalated to the next person or group. Deliver the right information to the right people at the right time for any critical event to keep safety high.

### *Secure Messaging*

Spok provides a secure texting app for smartphones and tablets for public safety, state and local government, as well as healthcare organizations. The app is encrypted, secure and improves the efficiency and quality of communication among staff. It helps set up your organization to deliver safer, better quality and response time. Spok allows key staff members to access private information and conduct secure communications from their mobile device.

Spok Mobile simplifies communications and strengthens response time by using smartphones and tablets for secure, critical communications: code alerts, emergency updates, urgent requests, and more. This intuitive app links to a powerful communication system. You can access your enterprise's full directory of accurate contact information; send messages, images, and videos to smartphones and other devices; and ensure critical communications are logged—all with security, traceability, and reliability in mind.

Why It's Effective

- Protects electronic private information
- Communicates securely with any type of mobile device in your organization's directory
- Integrates with multiple mobile device management solutions

- Accesses the latest on-call rosters to reach the right individual or role
- Enables users to send images and videos along with text and logs all communications in an audit trail

### *Web Directory*

The Spok Directory will allow enterprise users to focus on offering better customer service or other critical activities.

- Enables a credentialed user to log in anywhere at any time via web browser to look up staff members, send pages or messages, and view both their own on-call schedule as well as the schedules of others.

### *Web On-Call Scheduling*

Spok understands the true value of an on-call tool as expanding the responsibility for schedule maintenance out to individual departments rather than remaining with the operator group.

- Any user with appropriate access rights can log in to review their personal on-call schedules.
- Staff members tasked with maintaining on-call for an entire department, access to all appropriate schedules is available too.
- On-call schedules are displayed in a sharp-looking calendar format, making review and editing simple and quick.
- Users can also print schedules and convert to PDF files for archival or sharing via email.

### *Integrated Paging*

Designed to handle thousands of pages per hour, automatically log the page request, and help reduce paging errors.

- Send alpha or numeric pages to most in-house and long-range paging systems, mobile phones, or the Spok Web-directory.

### *Central Data Core and Audit Trail*

Expanding the Spok central data core through the Spok Web-directory, increases efficiency and information available to the new web-based-users

- Integration with HR system for viewing staff information directly in the web-based staff directory w/paging which eliminates the risk of having outdated information and the need to print multiple contact lists per day.
- Central audit trail and reporting for operator procedures, pages sent through the console or web-directory, and documentation within the Spok software.

### *Trail and Traceability for All Communications*

When a message first arrives, a delivery receipt is sent back to the sender, and a read receipt will be returned once that message has been opened. A read receipt only signifies that a message has been opened, so message recipients have the ability to actively acknowledge the message, which is then transmitted back to the sender. The individual initiating the message has complete traceability – sent message, delivery confirmation, message acknowledgement and reply. Spok Mobile is designed for secure messaging and message traceability to smartphones. Messages can still go out to cell phones with SMS plans enabled, or traditional pagers to help your organization transition to newer device types; however, cell phones, pagers and devices not running the Spok Mobile client are not secure and unable to provide the closed-loop audit tracking information.

### *Spok Consulting Services*

Spok consulting services are designed to help you maximize the use and value of your Spok® solutions. We can coordinate the early planning stages of a project, provide workflow assessments, and support enterprise-wide rollout, as well as supply post-implementation training and data management. We know how busy everyone is. Staff are pulled in many directions and may not have time to spend on getting up to speed on your Spok solution.

### *Business Needs Survey*

Hundreds of organizations rely on the Spok product suite to enhance their communications and simplify their workflow processes. You can engage Consulting Services to guide the scope of your Spok deployment.

- Establish organizational goals and success factors
- Determine current business and individual stakeholder needs
- Optimize enterprise solution with best practices
- Review current workflow processes and other constraints
- Assist with technical and functional design to provide scalable solutions

### *Workflow Review*

Auditing an already deployed solution will help you identify opportunities for greater efficiencies and help prepare your organization for new solutions and product upgrades.

- Evaluate current Spok solution(s)
- Interview key users and document the current process
- Recommend improvements
- Provide solution integrations
- Outline scalability and redundancy options

### *Enterprise Solution Rollout*

Consulting Services provides guidance before and during your Spok solution deployment.

- Assist with a variety of materials to help you best raise awareness and promote the rollout
- Deliver onsite presentations to employees to raise awareness
- Help establish and support pilot group
- Provide hands-on training to groups and individuals
- Create solution evangelists and help them be successful
- Assist with rollout to enterprise organization

### *Data Management Services*

Spok Consulting Services can assist at any time with data management, from planning through post implementation.

- Help organize and input data
- Build and maintain notification templates and message groups
- Perform ongoing data analysis to ensure accuracy and consistency

- On-call schedule validation
- Duplicate data investigation
- Validate contact information accuracy and update information as needed

## Authorized Negotiators

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**Coalition Prices – All other items:**

| **Description** | **Item Description** | **Manufacturer and Model** | **Price Per Unit** |
|---|---|---|---|
| Voicemail | 15 msgs/72 hr/60 sec | N/A | $ 1.00 |
| VoicePrompts/Numeric Retrieval | Custom greeting / ability to retrieve numeric messages | | $ - |
| Toll-free Number | Toll-free Number | N/A | $ 5.00 |
| Additional Number | Additional local number | N/A | $ 1.00 |
| Group Capcode/WME Lead Number | Group lead numbers | N/A | $ 2.00 |
| MyAlias | vanity address (joe.smith@spok.net) | N/A | $ - |
| Message Carbon Copy | copy messages to secondary pager or email address | N/A | $ - |

Optional pricing for other members to connect directly to Spok :

| | |
|---|---|
| One-time fee | $1,000.00 |
| Circuit to Spok | Responsibility of the Coalition member |

# APPENDIX A.R - WIRELESS MESSAGING SYSTEM REQUIREMENTS

| REQ ID | Category | Requirements | Importance Rating - Must Have/ Expected/ Desired | Y | G | C | F | 3rd | N | Vendor Response |
|---|---|---|---|---|---|---|---|---|---|---|
| **1.0** | Implementation | The System shall provide a SaaS implementation of a Wireless Messaging System | Must Have | X | | | | | | Spok Response: Compliant. Spok will be provide a Vendor Hosted Solution. |
| **2.00** | Message Services | The System shall have the capability of sending notifications to any combination multiple endpoints simultaneously. The endpoints included, but not limited to, are:<br>- Smart phones<br>*Mobile Application<br>*SMS gateway/aggregator<br>- Pagers/Pager Application<br>- Email<br>Please describe all different end points supported by your System. | Must Have | X | | | | | | Spok Response: Compliant. All listed devices are supported. In addition as an optional gateways can be added, to provide integration with dozens of other endpoints. Please see attached "Messenger Interoperabililyt Guide.pdf" for a list of supported devices and systems. |
| **2.01** | Message Services | The System shall provide text messaging via traditional SMS.<br>Vendor shall send text messages using a unique short code for all messages sent from the system.<br>The receiving device shall have a method to identify all text messages received from the system. | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.02** | Message Services | The System shall support the text message length be at least 160 characters with the ability to automatically parse longer message into multiple sequential messages | Must Have | X | | | | | | Spok Response: Compliant. SMS Messages will be sent in multiple messages if the 160 dharacter count is exceeded. |
| **2.03** | Message Services | The System shall provide unlimited number of messages sent & received and not include any per message charges for any SMS or SMTP or pager messaging. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide unlimited messages on SMS and SMTP. |
| **2.04** | Message Services | The System shall provide a messaging application supporting push notification (Mobile App). | Must Have | X | | | | | | Spok Response: Compliant. Spok Mobile leverages the Google and Apple Push notification services |
| **2.05** | Message Services | The System shall generate an automatic sender (Short Code) ID for these following message types:<br>• Email<br>• SMS<br>• Pager | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.06** | Paging Services | The System shall provide 1-Way and 2-Way alpha-numeric messaging services including capcode groups, e-groups, and maildrops. | Must Have | X | | | | | | Spok Response: Compliant. Spok owns and operates its own paging network. This network supports 1way and 2way messaging. Spok provides paging to individuals or groups. Spok utilizes capcodes and extended groups. Spok will review the needs of each customer account and set up the group that best meets the needs of the customer. |
| **2.07** | Paging Services | The System shall provide an unlimited number of 1-Way and 2-Way alpha-numeric messages without any charges per message. This includes capcode groups, e-groups, and maildrops. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide unlimited messages on the paging service plans. |
| **2.08** | Paging Services | The Vendor shall supply and support the 1-Way and 2-Way alpha-numeric paging devices. | Must Have | X | | | | | | Spok Response: Compliant. Spok provides both 1way and 2way paging devices with and without encryption. |
| **2.09** | Paging Services | The Vendor shall provide 2-way and 1-way alpha-numeric paging devices with encryption. | Desired | X | | | | | | Spok Respone: Compliant. Spok currently provides encyrpted messaging on the T5 alphanumeric device.<br>Spok will be releasing the T52 in Q4 2016 to provide encrypted 2way messaging. |
| **2.10** | Paging Services | The Vendor shall describe its ability to protect access to pager contact numbers and capcodes. | Must Have | X | | | | | | Spok Response: Compliant. Each account will have authorized users listed and only those users will be able to perform transactions or request information for the account, in addition a password can also be added. |
| **2.11** | Paging Services | The System shall support the pager message length of at least 230 characters. The ability to automatically parse longer messages into multiple sequential messages. | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.12** | Paging Services | The System shall support pagers messages to an individuals unique capcode and application. | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.13** | Paging Services | The System shall support pager Capcode based **group calls** | Must Have | X | | | | | | Spok Response: Compliant. Spok supports group messaging utilizing group capcodes. |

| REQ ID | Category | Requirements | Importance Rating - Must Have/ Expected/ Desired | Y | G | C | F | 3rd | N | Vendor Response |
|---|---|---|---|---|---|---|---|---|---|---|
| **2.14** | Paging Services | The System shall support messages to the pager as a Maildrop style message. | Must Have | X | | | | | | Spok Response: Compliant. Spok can support maildrop group messages utlizing the T5 alphanumeric device. The programming of the maildrop functionality is done at the capcode level within each device. |
| **2.15** | Paging Services | The System shall support pager terminal E-groups | Must Have | X | | | | | | Spok Response: Compliant. Spok utilizes our Wireless Messaging Engine (WME) to create non-capcode groups. Members may be pagers or email addresses. WME groups are limited to 99 members per lead number. |
| **2.16** | Paging Services | The System shall provide unlimited notifications to pagers via all methods requested. The methods requested are e-group, maildrop, individual, group. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide unlimited messages with paging service plans. |
| **2.17** | Paging Services | The System shall provide access to pagers with State of Texas and U.S. Nation-wide coverage in metropolitan areas for 1-way alpha-numeric paging devices. | Must Have | X | | | | | | Spok Response: Compliant. Please refer to the attached coverage maps for the Spok coverage area. |
| **2.18** | Paging Services | The System shall provide access to pagers with State of Texas and U.S. Nation-wide coverage in metropolitan areas for 2-way alpha-numeric paging devices. | Desired | X | | | | | | Spok Response: Compliant. Please refer to the attached coverage maps for the Spok coverage area. |
| **2.19** | Paging Services | The System shall support pagers with **local** and statewide coverage on the same paging device. | Must Have | X | | | | | | Spok Response: Compliant. Devices may be programmed with either local or statewide coverage as requested by the account. |
| **2.20** | Paging Services | The System shall provide in-building (-10dBm loss buildings or better) coverage, for paging devices, throughout Austin, Travis County, and Austin's Extra-Territorial Jurisdiction. Provide a coverage map with proposal. | Must Have | X | | | | | | Spok Response: Compliant. See attached coverage plots. |
| **2.21** | Paging Services | The System shall provide **local** pager coverage throughout each of the Counties surrounding Travis County as well as the Highland Lakes. | Must Have | X | | | | | | Spok Response: Compliant. See attached coverage plots. |
| **2.22** | Paging Services | The System shall provide **local** pager Coverage in communities along the IH-35 corridor from Waco through San Antonio. | Must Have | X | | | | | | Spok Response: Compliant. See attached coverage plots. |
| **2.23** | Paging Services | The System shall provide **enhanced in-building pager coverage** within the Coalition facilities | Must Have | X | | | | | | Spok Response: Compliant. Spok currently provides enhanced in-building coverage at the coalition facilities. Should the need arise to provide coverage at any additional coalition facilities, Spok will perform a site survey and provide the necessary coverage. |
| **2.24** | Paging Services | The System shall provide the option for voicemail capability for select users. Define additional costs in price proposal. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide voicemail as an offered feature. Please refer to pricing section for per unit price for voicemail and other available features. |
| **2.25** | Paging Services | The System shall allow the recipient to prioritize the devices for message delivery. | Must Have | X | | | | | | Spok Response: Compliant. The Spok eNotify application allows for device prioritization |
| **2.26** | Message Services | The System shall have the ability to send one message to multiple pre-determined groups on all receiving devices defined for recepients. Define how your groups are built. | Must Have | X | | | | | | Spok Response: Compliant. Spok provides group messaging via group capcode for paging devices, WME groups for paging and non-paging devices and groups may be built in the software platform. Spok will work with the users to determine the best method of group paging based on the receiving devices and number of devices. |
| **2.27** | Message Services | The System shall have the ability to allow users to set and change status choices for each messaging device separately. For e.g. status choices such as out of office, shift rotation, on-call, etc. shall be supported. Please describe the number and types of choices available. | Expected | X | | | | | | Spok Response: Compliant with exception. The system can provide a personal device list that is configured by the recipients. Further, a status message can be set within the system, mobile app and web portal. Status availability is set for ALL devices and not individually. |
| **2.28** | Message Services | The System shall have the ability to aggregate message responses for the same message, no matter how many times it is sent. | Desired | | | | | | X | Spok Response: Non Compliant. The system will log each individual responses for each individual notification. |
| **2.29** | Message Services | The System shall provide a Mobile Application that is available for iOS, Android, Blackberry, and Windows platforms. (Mobile App) | Desired | X | | | | | | Spok Response: Compliant. Spok Mobile is the mobile application that will be available to users who subscribe to the wireless/paging service. |
| **2.30** | Message Services | The System shall provide extended length text on certain Pager Capcodes. | Desired | X | | | | | | Spok Response: Compliant. Spok will provide extended characters as requested to certain Paging Capcodes. |
| **2.31** | Message Services | The System shall have the ability to schedule messages groups and individuals to be sent at a pre-determined date and time. Modifications to users and groups shall be accepted prior sending, if changes to group or user occurred after message was scheduled. | Desired | X | | | | | | Spok Response: Compliant. eNotify has a robust scheduler that allows for the ability to schedule event notifications/messages at various future time/dates/intervals. |

| **REQ ID** | **Category** | **Requirements** | **Importance Rating - Must Have/ Expected/ Desired** | **Y** | **G** | **C** | **F** | **3rd** | **N** | **Vendor Response** |
|---|---|---|---|---|---|---|---|---|---|---|
| **2.32** | Message Services | The System shall have the ability for the user to set intrusive alerts via tones and or colors for all pager devices and for mobile applications. | Desired | X | | | | | | Spok Response: Compliant. |
| **2.33** | Message Services | The System shall have the ability for the user to change the size and type of font on all paging devices. | Desired | X | | | | | | Spok Response: Compliant. All paging devices have a message zoom feature. |
| **2.34** | Message Services | The System shall support message delivery to following alerting systems:<br>Public addressing System<br>Sirens/beacons<br>Electronic messaging boards<br>Digital signage<br>Panic/duress System<br>Digital sensors, e.g., chemical leak, temperature management, digital camera.<br>List all of your partners in these markets. If you provide these tools yourself, please document the product names. | Desired | | | | | X | | Spok Response: Compliant with exception. Spok will need more details for these alerting systems such as Make/Model/Manufacturer/Supported inputs/outputs etc. Further, the Spok Solution is SaaS and would need a 3rd Party interface(s) to connect to premesis based systems as described here. Spok will work with Coalition to locate vendors if the need arises for these types of devices. |
| **2.35** | Message Services | The System shall have the capability of sending and cycling through multiple channels/endpoints based on nonresponse from a prior endpoint-send notification. | Desired | X | | | | | | Spok Response: Spok eNotify can have retry rules and escalation parameters that can meet this requirement. |
| **2.36** | Message Services | In an instance where one person is in a number of groups, the System shall submit notification to that individual only once for each end point device. | Desired | | | | | | X | Spok Response: Non Compliant. Spok's eNotify system will send alerts to the same individual according to EACH group they are a member. Each group has it's own business rules and individuals with different roles need to be notified according to each group and it's associated roles. The reporting clearly shows what responses from the same individual are according to each defined group. |
| **2.37** | Message Services | The System shall have the ability to resume sending messages after an interruption at the point in the distribution list where the message stopped | Desired | | | | | | X | Spok Response: Non Compliant. The system will not have the ability to resume notifications where it left off, however, the system will be configured in a fully redundant and High Availability architecture to make outages extremely rare except for planned outages. |
| **2.38** | Message Services | The System shall have the ability to resume sending messages after an interruption to all contact(s) in progress when a service interruption occurred, | Desired | | | | | | X | Spok Response: Non Compliant. The system will not have the ability to resume notifications where it left off, however, the system will be configured in a fully redundant and High Availability architecture to make outages extremely rare except for planned outages. |
| **2.39** | Message Services | The System shall provide the web browser access using: Internet Explorer, Chrome, Safari, Firefox (must able to support the minimum version and most current version). Implied WINOS/IOS/LINUX. | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.40** | Message Services | The System shall provide the Vendor operator-assisted activation. | Must Have | X | | | | | | Spok Response: Compliant with exception. As indicated in the Q&A, this can be supported if a major event were to disrupt Austin operations and their ability to activate a message Spok would have the ability to do this. This would not be a day to day service. |
| **2.41** | Message Services | The System shall support receiving of messages from an external system and redirect it to a user or a group as defined in the received message. For e.g., a dispatching system sends a message to the system and this message is then forwarded or redirected using the recipient info contained in the message. | Must Have | X | | | | | | Spok Response: Compliant |
| **2.42** | Message Services | The System shall have the ability for each paging device to have a unique Austin LATA telephone number. | Must Have | X | | | | | | Spok Response: Compliant. |
| **2.43** | Message Services | The System shall support pager message initiation from the Public Switched Telephone Network (PSTN) to messaging devices for numeric and voicemail access. Please specify how messages are transmitted through their system. | Must Have | X | | | | | | Spok Response: Compliant. Please see system security overview document. |
| **2.44** | Message Services | The Vendor shall describe each different method of access to their System to initiate a message | Must Have | X | | | | | | Spok Response: Compliant. Please see system security overview document, page 2. |

| REQ ID | Category | Requirements | Importance Rating - Must Have/ Expected/ Desired | Y | G | C | F | 3rd | N | Vendor Response |
|---|---|---|---|---|---|---|---|---|---|---|
| **2.45** | Message Services | The System shall provide the event notification message templates that can be created in advance and adapted. These notifications shall be customized by the user without Vendor provided assistance. | Expected | X | | | | | | Spok Response: Compliant |
| **2.46** | Message Services | The System shall have the ability to resend messages only to nonrespondents, if applicable to the receiving device. | Desired | X | | | | | | Spok Response: Compliant with exception. The Spok system can resend notifications to devices if the user has not responded to the notification. Nonrespondents would be retried as part of the retry interval or escalations procedures. |
| 2.47 | Message Services | The System shall have the ability to resend failed messages only to devices that show failed to send. | Desired | X | | | | | | Spok Response: Depending on the workflow there may or not be the ability to automatically re-send. IF the workflow is initiated as part of an EVENT within the eNotify application and ESCALATION STEPS are defined, a failure will result in the message being escalated to an alternate device, person or group. IF a message is initiated in the system and sent to a SPOK MOBILE ENDPOINT…a failure will provide permanent STORE AND FORWARD. This is NOT the same as re-try. IT will send the message when the ENDPOINT device becomes available to a data network (Cellular Data or WiFI data). In general, manually generated Messages sent to ONLY PAGERS and SMS devices, will not have the automatic resend on failure. The sender can see in the MESSAGE LOG if the message was successful and if it fails, they would have to RE-SEND MANUALLY. |
| **2.48** | Message Services | The System shall have the ability to track failed messages that were unable to be completed by the system server. | Desired | X | | | | | | Spok Response: Compliant |
| **2.49** | Message Services | The System shall provide the feature to stop sending a message at the point of selecting a cancel option. | Desired | X | | | | | | Spok Response: Compliant |
| **2.50** | Message Services | The System shall support Telelocator Alphanumeric Protocol (TAP) protocol.<br>Please include a diagram showing how this protocol is supported by the System. | Must Have | X | | | | | | Spok Response: Compliant Please see system security overview document. |
| **2.51** | Message Services | The System shall provide the types of message configurations:<br>- Member and System-wide All Calls<br>- Member and System-wide Maildrops (pager maildrop and other forms of messages to non-paging devices)<br>- Maildrops for special groups comprised of users from multiple Coalition members.<br>- Department All Calls<br>- Sub-department Group Calls<br>- Department Maildrops (pager maildrop and other forms of messages to non-paging devices)<br>- Group Calls for special groups comprised of users from multiple Coalition members | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide the groups as requested by the accounts. Spok will work with each group to determine number and types of groups needed. |
| **2.52** | Message Services | The System shall support Simple Network Paging Protocol (SNPP) | Desired | X | | | | | | Spok Reponse: Compliant. Please see attached system security overview document. |
| **2.53** | Message Services | The System shall support Wireless Communication Transfer Protocol (WCTP).<br>Please include a diagram showing how this protocol is supported by the System. | Desired | X | | | | | | Spok Response: Compliant. Please see attached system security overview document. |
| 2.54 | Message Services | The System shall log every message sent | Must Have | X | | | | | | Spok maintains a log of every message received into our network (WME) for a period of 48 hours. The entire message is deleted in the WME after 48 hours. This cannot be adjusted to a longer period. However, the messages are stored in the e.Notify logs. |
| **2.55** | Message Services | The System shall log every message receipt/acknowledged | Must Have | X | | | | | | Spok maintains a log of every message received into our network (WME) for a period of 48 hours. |
| **2.56** | Message Services | The System shall log carrier/aggregator information for every message sent | Must Have | X | | | | | | Spok Response: Compliant |
| **2.57** | Message Services | The System shall log every change to contact information | Must Have | X | | | | | | Spok Response: Compliant |

| REQ ID | Category | Requirements | Importance Rating - Must Have/ Expected/ Desired | Y | G | C | F | 3rd | N | Vendor Response |
|---|---|---|---|---|---|---|---|---|---|---|
| **2.58** | Message Services | The System shall log a timestamp for all activities | Must Have | X | | | | | | Spok Response: Compliant |
| **2.59** | Message Services | The System shall be able to recreate a message event (including multiple messages) from log database | Desired | | | | | | X | Spok Response: Non Compliant. Events cannot be re-created from logs |
| **2.60** | Message Services | The System shall support search and tag of messages, by authorized users. | Desired | X | | | | | | Spok Reponse: Compliant with exception. Search is standard, however no tagging is supported. |
| **2.61** | Message Services | The System shall have the ability to Set Criteria on Providing Notification | Desired | X | | | | | | Spok Response: Compliant |
| **2.62** | Message Services | The System shall have the ability to cycle through a recipient's devices | Desired | X | | | | | | Spok Response: Compliant |
| **2.63** | Message Services | The System shall have the ability to automate retry rules | Desired | X | | | | | | Spok Response: Compliant. eNotify offers retry rule definitions. |
| **2.64** | Message Services | The System shall have the ability to set custom rules for escalation | Desired | X | | | | | | Spok Response: Compliant |
| **2.65** | Message Services | The System shall have the ability to set time limits on call attempts | Desired | X | | | | | | Spok Response: Complaint |
| **2.66** | Message Services | The System shall have the ability to stop calling when one device is reached | Desired | X | | | | | | Spok Response: Compliant |
| **2.67** | Message Services | The System shall have the ability to stop calling after a predefined number of people respond (for example, the people in one group) | Desired | X | | | | | | Spok Response: Compliant. This system can stop notifications based on a success threshold. |
| **2.68** | Message Services | The System shall have the ability to set a global default for all calling scenarios | Desired | X | | | | | | Spok Response: Compliant |
| **2.69** | Message Services | The System shall have the ability to redirect a call to another contact if a contact does not answer. | Desired | X | | | | | | Spok Response: Compliant. Users may define pager forwarding rules to redirect messages on a scheduled basis. |
| **3.00** | User Data Management | The Vendor shall support multiple endpoints per contact. Support for pagers, cellular text and email is required. | Must Have | X | | | | | | Spok Response: Compliant |
| **3.01** | User Data Management | The Vendor shall support multiple entries for each type of endpoint. For e.g., multiple emails, cell phone #s , etc. | Desired | X | | | | | | Spok Response: Compliant |
| **3.02** | User Data Management | The System shall allow authorized user to upload contact information. For e.g., the System shall support a bulk upload using a CSV or other formatted files.<br>Please describe all options on how data can be uploaded and any restrictions and why they are in place. | Must Have | X | | | | | | Spok Response: Included in the system will be the ability to have the system provide automated database updates from defined sources. CSV or formatted files can be updated and stored in a designated location for the system to pull the data into the system at a designated interval. |
| 3.03 | User Data Management | The System shall support updating of the user group affiliations based on any changes to Active Directory (AD) group assignments. AD updates shall supercede manual updates on the System. The System shall support handling of multiple ADs across the Coalition.<br>Please describe how you map the groups from AD to the messaging System. | Desired | | | X | | | | Spok Response: Compliant with exception. Spok does not define it;s groups based on AD groups. It does support the creation of the groups by user iD and tje groups would be distinct among the Coalition<br>APD will collaborate with Spok to provide custom scripting to update individual data and group data. |
| **3.04** | User Data Management | The System shall support manual adding, deleting and any update of users, groups, or any other relevant changes for coalition members who do not use AD. | Must Have | X | | | | | | Spok Response: Compliant |
| **3.05** | User Data Management | The System shall provide a self-service web portal for end user to update their own methods of contact. For e.g., User shall be able to change their phone number or email. | Desired | X | | | | | | Spok Response: Compliant |
| **3.06** | User Data Management | The System shall mask all contact information when contacts are viewed or messages are being sent. The sender shall only be able to see the name of the contact and no other information shall be visible. | Must Have | X | | | | | | Spok Response: Compliant |

| REQ ID | Category | Requirements | Importance Rating - Must Have/ Expected/ Desired | Y | G | C | F | 3rd | N | Vendor Response |
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| **3.07** | User Data Management | The System shall allow an authorized user to tag each contact's endpoint address (phone number, email address and so forth) with a "silent period" indicator, such as "Do not contact this user during this timeframe", including setting a schedule that reflects number of days or hours on a rotating basis (such as a shift worker who works 24 hours on duty and 48 hours off duty, or 48 hours on duty and 96 hours off duty, or even an 8 to 5 daily type of schedule). | Expected | X | | | | | | Spok Response: Compliant with exception. Spok software portal will allow end users to specify specific periods for availability and non-availability for scheduling purposes. |
| **3.08** | User Data Management | The System shall have the ability to automatically assign recipients to groups based on directory attributes and/or contact data. | Desired | X | | | | | | Spok Response: Compliant within eNotify Dynamic Basic or Dynamic Advanced Groups |
| **3.09** | User Data Management | The System shall have the ability to "nest" groups (for example, by multiple scenarios, departments and locations). And any changes to the nested groups shall automatically update higher level groups. | Desired | | | | | | X | Spok Response: Compliant with exception. Spok Smart Suite offers ability to construct groups that contain people, oncall schedules and capcode groups. |
| **3.10** | User Data Management | The System shall have the ability to synchronize contact attribute and contact data status changes (for example, removal from a distribution list when contact is terminated, contact changes their own home number and so forth). | Desired | X | | | | | | Spok Response: Compliant with the use our Spok Dynamic Groups Feature. |
| 3.11 | User Data Management | The System shall support role based permissions and granular levels of security. A minimum of 10 hierarchical levels shall be available with higher levels viewing all contacts and groups at the same or lower level. | Must Have | X | | | | | | Spok Response: The Spok System has the flexibility to MASK any number so it is not displayed to the users logging in to send Messages. If the Chief of Police does NOT want his/her numbers displayed they will NOT be displayed. There will only be an ICON that looks like a PAGER to represent the ability to send a text message to the device or devices the Police Chief has decided to be part of his/her profile. |
| **3.12** | User Data Management | The System shall support multiple phonebooks and access to these phonebooks shall be controlled using role based permissions. | Must Have | X | | | | | | Spok Response: Compliant. The Spok solution offers the ability to create personal phone books or groups based on individual log in. |
| **4.00** | Data Retention | The System shall provide the ability to define a data retention period. | Must Have | X | | | | | | Spok Response: Compliant |
| **4.01** | Data Retention | The System shall provide the ability to define a data retention period based on each coalition member. | Desired | | | | X | | | Spok Response: Compliant with exception. Spok would need to provide some level of customized scripting to purge data according to a specific coalition member. By default the retention of data is a system wide setting. |
| **4.02** | Data Retention | The System shall provide the ability to extract or export any tagged messages into a CSV or any other formatted file. Each coalition member can store the exported/extracted data should their data retention policies differ from what can be supported by the System. | Desired | X | | | | | | Spok Response: Compliant with exception. Spok offers export capabilities and data can be output into multiple formats. The system messages does not allow for tagging. |
| **5.00** | Vendor support | The Vendor shall provide two NXXs (Number Exchange) to the City. These NXXs shall provide 20,000 numbers for exclusive use by the City and these numbers shall not be used previously other than by City. These are for paging devices and for billing purposes | Must Have | X | | | | | | Spok Response: Compliant. Spok currently provides 2 NXXs to the Austin Coalition and will continue to provide these. |
| **5.01** | Vendor support | The Vendor shall provide D.I.D. numbers that are not part of the City's NXXs for affiliated organizations and other special uses at no additional charge. These are for pager access. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide numbers outside the 2NXXs as requested. |
| **5.02** | Vendor support | The Vendor shall provide "Phantom" numbers (non-dialable numbers), that are designed to not be accessible via PSTN , for access to individuals and groups at no additional charge. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide "phantom-non dialable" numbers as requested. |
| **5.03** | Vendor support | The System shall support importing of user data in an acceptable format such as CSV, etc. | Delete | X | | | | | | Spok Response: Complaint. The system proposed will accept import of data and Spok will work with customer in the implementation phase to obtain the necessary data. |
| **5.04** | Vendor support | The System design shall include paging devices that are versatile enough to meet the needs of basic as well as sophisticated users. Additionally, the City requires the ability to evaluate wireless messaging products that are now or may become available during the course of the Contract. | Must Have | X | | | | | | Spok Response: Compliant. |

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| **5.05** | Vendor support | The Vendor shall fully describe the make and models of pagers that they will provide and shall include the ability for the City to lease and/or purchase the above devices. The Vendor shall clearly define a convenient method to exchange broken or defective devices and obtain additional devices on a routine and emergency basis. The cost of and conditions for replacement of lost or damaged pagers shall be clearly described. The Vendor also shall include a mechanism for adding new types of messaging devices and upgrading City devices with models that may become available during the life of the contract. All devices shall be less than 5 years old at time of issue. | Must Have | X | | | | | | Spok Response: Compliant. Spok currently provides pagers manufactured by Sun Telecom and Unication. Please refer to the attached Data Sheets for the current models of paging devices offered by Spok. As updated models become available from manufacturers and become part of Spok's available product line, these devices will be made available to customers.<br>Transactions of devices, including exchanges and activations, may be performed utilizing one of the following methods:<br>* Contact local customer support via email or phone and have the device delivered or utilize spare allotment of pagers provided.<br>* In person at the local Austin office.<br>* Utilize Spok's online access and customer performs transactions utilizing spare allotment of pagers provided.<br>Spok will provide spare devices to those accounts that request to have them onsite. These devices may be used for immediate transactions and for after hour transactions. |
| **5.06** | Vendor support | The Vendor shall describe how help is delivered in their product (for example, a help button, hover mouse over text and other methods). | Must Have | X | | | | | | Spok Response: Compliant. Help files are available from the web user interface and contain the complete help files system and index for ease of use. Spok will make available soft copies of all the help files on an as needed basis. |
| **5.07** | Vendor support | The Vendor shall describe the details of the training and the typical amount of time needed for training on the use of the product?<br>- Training an Administrator<br>- Training an end user to use the System | Must Have | X | | | | | | Spok Response: Compliant. Spok has provided sample training plans for review. Upon contract award the Spok project management team will work with customer to prepare a detailed implementation and training plan that will fit the needs of all users and administrators that will require training. |
| **5.08** | Vendor support | The Vendor shall provide a local or toll-free support number, available 24x7, for the end users to call for any issues. | Must Have | X | | | | | | Spok Response: Compliant. Spok provides customer support 24/7/365 for all services. |
| **5.09** | Vendor support | The Vendor shall provide support of any pagers provided by them. The Vendor shall be responsible for, but not limited to, the following support functions:<br>- Leasing of pagers<br>- Servicing of pagers<br>- Inventory of pagers<br>- Programming of pagers | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide the paging devices as requested by the account SPOCs. Spok will maintain devices and exchange/activate/deactivate devices as requested. Spok will provide programming at local office for paging devices. |
| **5.10** | Vendor support | The Vendor shall provide a single point of contact to the City members for all contractual and any other customer services, | Must Have | X | | | | | | Spok Response: Compliant. Spok will continue to provide the Spok SPOC as is currently provided. All requests currently performed will continue. Spok will need to fully understand any new items in relation to database management that are expected so that we can work out the details as stated in 5.13. We are anticipating that being done via the current Ticket system in use today with added fields. |
| **5.11** | Vendor support | The Vendor shall support customer counter-service at an **Austin** location during normal business hours 9AM to 6PM CST Monday through Friday (excluding national holidays). This shall be at a convenient Austin-area location. Free parking shall be provided. | Desired | | X | | | | | Spok Response: Compliant with exception. Spok will provide local counter service in Austin. Hours Monday, Wednesday and Friday 9am - 12pm and 2pm - 5pm, by appointment only 12pm - 2pm. Tuesday and Thursday by appointment only 9am - 5pm. These hours are based on current levels of activity for counter service. |
| **5.12** | Vendor support | The Vendor shall have the responsibility of programming the paging devices at the Austin customer-service location defined in 5.11. | Desired | X | | | | | | Spok Response: Compliant. |
| 5.13 | Vendor support | The Vendor shall support System database management including, but not limited to, add, delete, and any other modifications to each user account and associated end points within the proposed software solution at the Austin customer-service location as defined in 5.11. | Desired | X | | | | | | Spok Response: Compliant. Spok will provide the support as requested by the City. In the meetings there were discussions of updates via City/Coalition feeds. We will need to know the final outcome of those discussions to prepare a plan for the Spok participation in the updates. We will be able to take information via the current system used by the Coalition and Spok with adjustments to the ticket categories. |

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| **5.14** | Vendor support | The Vendor shall provide for emergency after hours programming, delivery and pickup of pager devices. The Vendor shall also include any necessary changes as called out in 5.13. | Desired | X | | | | | | Spok Response: Compliant. Spok will provide a spare stock of pagers to accounts to maintain at their location for immediate programming 24/7/365. Programming may be performed by customer or by contacting Spok. |
| **5.15** | Vendor support | The Vendor shall provide routine same day business hours delivery and pickup of pager devices. | Desired | X | | | | | | Spok Response: Complaint. Spok will provide same day delivery service for requests received prior to 11am. |
| 5.16 | Vendor support | The System shall provide authorized end-users with the ability to create and generate new, custom dashboards in the System | Desired | | | | | | X | Spok Response: Non-Compliant. Dashboards as stated are not availble however the system does allow reporting. |
| **5.17** | Vendor support | The System shall provide authorized end-users with the ability to modify the existing dashboards in the System to meet the user's requirement | Desired | | | | | | X | Spok Response: Non-Compliant. |
| **5.18** | Vendor support | The Vendor shall provide support for City data migration in mutually agreeable format from the Vendor supported system at contract termination or separation. | Must Have | X | | | | | | Spok Response: Compliant. Spok will require an export of data from the current Austin messaging platform. |
| **5.19** | Vendor support | The Vendor shall purge all City data at contract termination or separation. The City data is defined as all user data, message and other information collected during the execution of the contract. Before the purge, the Vendor shall provide a copy of all data to the City. | Must Have | X | | | | | | Spok Response: Compliant. Data will be purged at end of contract. |
| 6.00 | Service Reliability | The Vendor shall provide one or more alternate methods of initiating messages through the System (primary method being internet/browser based initiation) at no additional cost to the City. Please describe all options supported by the System. | Must Have | X | | | | | | Spok Response: Compliant. Please see attached system security overview document and network diagram. There are several alternate methods to send messages to the Spok network independent of the internet:<br>• Direct dial through the public switched telephone network (PSTN). There are no additional costs associated with this method.<br>• Dial up TAP messaging. There are no additional costs associated with this method.<br>• Dedicated wireline circuit between the Coalition network and Spok's hosted service in Plano. Costing information should be obtained from the Coalition's telecommunications provider and is dependent on the type of interconnection purchased. Spok is capable of supporting multiple types of wireline interconnection circuits and is happy to work with the Coalition and its telecommunications provider to determine the best fit for this application. |
| **6.01** | Service Reliability | The Vendor shall support an availability of 99.999% (five 9s) yearly for unscheduled outages. Please provide details of all the options that the Vendor can support for this System. | Expected | X | | | | | | Spok Response: Compliant. Spok will provide monthly network availability reports to the coalition. See attached example of the network availability report. |
| **6.02** | Service Reliability | The Vendor shall pre-coordinate any planned System outages with the City. | Must Have | X | | | | | | Spok Response: Compliant. Spok provides a minimum of two weeks notice per our internal change management system for any scheduled outages for maintenance/repairs/testing of the Spok network. |
| **6.03** | Service Reliability | The Vendor shall provide a written notification to the City of any scheduled outages atleast 24 hours in advance. | Must Have | X | | | | | | Spok Response: Compliant. Any scheduled maintenance will be scheduled through Spok's change management system and will be communicated to the coalition at least 24 hours in advance. |
| **6.04** | Service Reliability | The System shall support a mechanism to monitor system performance and notify outages, service interruptions, etc. with the Coalition Technical Team members. Using the same, the Coalition Tech Team members should be able to contact the Vendor's key operational and technical staff for resolution and updates. | Must Have | X | | | | | | Spok Response: Compliant. Spok has 24/7/365 monitoring in place for it's messaging systems. Any outage will be communicated to the coalition via Spok's ONS system. |
| **6.05** | Service Reliability | The System shall provide redundant coverage. Please describe how coverage is redundant for all platforms with supporting documentation. | Must Have | X | | | | | | Spok Response: Compliant. Please see attached business continuity overview. |
| **6.06** | Service Reliability | The System design shall define target times for System throughput and outline the mechanism that will be used to improve throughput, if it drops below the targets during the life of the contract. | Must Have | X | | | | | | Spok Response: Compliant. |

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| **6.07** | Service Reliability | The System shall support a reliable configuration that provides redundancy and backup wherever possible. The Vendor shall have a written contingency plan for disaster recovery from the failure of devices throughout the messaging path. | Must Have | X | | | | | | Spok Response: Compliant. Please see attached business continuity overview document. |
| **6.08** | Service Reliability | The Vendor shall employ a local, Austin-area, paging terminal as the primary terminal for City pages. An out-of-area terminal and access system is required as a backup for critical paging capcodes, groups and e-groups. | Desired | X | | | | | | Spok Response: Compliant. Spok has a local paging terminal located in Austin Data Center. Database of devices is located in Plano Technical Operations Center with a backup database in Stockton California facility. |
| **6.09** | Service Reliability | The pager System shall be designed to minimize busy-outs, disconnection and other failures that can impede message transmission. | Must Have | X | | | | | | Spok Response: Compliant. |
| 6.10 | Service Reliability | The System shall support message initiation using a dedicated or direct connectivity from the selected vendors hosted application. Today, we have a direct connection to the paging network of the current Vendor; this connection is not dependent on the internet. Approximately Five additional such connections from the Coalition may be required. Do you support this type of connection? Please describe, in detail, how we connect to your system if internet connection is not available. Please include a high level diagram showing all different components and the protocols. | Must Have | X | | | | | | Spok Response: Compliant. Please refer to the connectivity diagram attached. There are several alternate methods to send messages to the Spok network independent of the internet:<br>• Direct dial through the public switched telephone network (PSTN). There are no additional costs associated with this method.<br>• Dial up TAP messaging. There are no additional costs associated with this method.<br>• Dedicated wireline circuit between the Coalition network and Spok's hosted service in Plano. Costing information should be obtained from the Coalition's telecommunications provider and is dependent on the type of interconnection purchased. Spok is capable of supporting multiple types of wireline interconnection circuits and is happy to work with the Coalition and its telecommunications provider to determine the best fit for this application. |
| **6.11** | Service Reliability | The System shall support a connection the City's TriTech CAD System for sending messages reliably through the proposed System. Please describe in detail the proposed connection. | Must Have | X | | | | | | Spok Response: Compliant. The TriTech CAD system supports industry standard messaging protocols such as SMTP, TAP and SNPP. These interfaces exist in the TriTech CAD platform and require configuration of that system. The Spok Messenger platform can use any of these protocols, as well as others to provide the required messaging functionality. |
| **7.00** | Billing | The Vendor shall provide itemized bills based on individual Coalition Member's needs at no additional cost. Typically these bills will be provided to each Department within a Coalition Member. However, some Member Departments require multiple accounts for record keeping purposes. Summary bills and various reports are needed for contract monitoring. | Must Have | X | | | | | | Spok Response: Compliant. Spok will work with each customer within the Coalition to create the appropriate accounts needed for invoicing purposes. Invoices may be generated monthly, quarterly, semi-annually or annually. Invoices may include additional details as requested such as user names and department codes |
| **8.00** | Pricing | Please refer to the 0600 RFP Filing Instructions document and the Price Proposal section (Part IV) for details of Pricing requirements. | Must Have | X | | | | | | Spok Response: Compliant. See attached pricing. |
| **9.00** | Reporting | The System shall provide the authorized end-user the ability to create, modify and save, for reuse, custom and "canned" reports | Must Have | X | | | | | | Spok Response: Compliant |
| **9.01** | Reporting | The System shall provide the authorized end-user the ability to schedule report delivery | Must Have | X | | | | | | Spok Response: Compliant |
| **9.02** | Reporting | The System shall provide a report management dashboard | Desired | X | | | | | | Spok Response: Compliant |
| **9.03** | Reporting | The System shall provide monthly system throughput, outage and performance reports to the City. | Must Have | X | | | | | | Spok Response: Compliant. Spok will provide network statistics on a monthly basis. Please refer to the attached for the latest information. |
| 10.00 | Security & Authentication | The System shall support modeling a new user ID based on existing user ID<br>The System shall allow customer administrators set up new IDs/passwords.<br>The System or Field Service Accounts are configurable by authorized users (For example, authorized user can change the names of those user IDs and the passwords) | Desired | | X | | | | | Spok Response: The Spok system supports unlimited numbers of user profiles. Each profile MUST be unique. We do NOT support the ability to copy/paste a profile/end user account. However, we can support the ability to automatically populate specific fields from the automated Directory Feeds and the system can automatically create (Add a user profile) from the Directory Feed when the user profile is added to the Master File. |

| **REQ ID** | **Category** | **Requirements** | **Importance Rating - Must Have/ Expected/ Desired** | **Y** | **G** | **C** | **F** | **3rd** | **N** | **Vendor Response** |
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| **10.01** | Security & Authentication | The System shall provide the following capabilities for Password Management:<br>• Strong password management controls.<br>• Support automated email password change requests when users forget their IDs/passwords<br>• Self-service password management<br>• Periodic forced password changes | Desired | X | | | | | | Spok Response: Compliant. Spok can support SSO with Active Directory |
| **10.02** | Security & Authentication | The System shall support enhanced user authentication:<br>• Strong authentication controls supported beyond user ID/password.<br>• Single sign-on support, including all single sign-on (SSO) methods | Desired | X | | | | | | Spok Response: Compliant. Spok can support SSO with Active Directory |
| **10.03** | Security & Authentication | The System shall support multiple federated authentication (AD) using the SAML 2.0 protocol for cloud-based access. | Desired | | | | | | X | Spok Response: Non-Compliant. |
| **10.04** | Security & Authentication | If Federated Authentication is supported, then the System shall support multiple unique "SAML group attribute" to "System role" mappings. | Desired | | | | | | X | Spok Response: Non-Compliant. |
| **10.05** | Security & Authentication | Federated authentication shall<br>a) support automatic updating of expiring token signing certificates using the federation metadata URL or<br>b) provide an option for an administrator to manually update the token signing certificate. | Desired | | | | | | X | Spok Response: Non-Compliant. |
| **10.07** | Security & Authentication | The solution shall have user authentication with role-based permissions. | Expected | X | | | | | | Spok Response: Compliant |
| **10.08** | Security & Authentication | The System shall generate a log of user activities and IP addresses and all subsequent access points. Describe how your System can report on this activity. | Expected | X | | | | | | Spok Response: Compliant |
| **10.09** | Security & Authentication | The System shall support for contact data encryption at rest. Please provide additional info such as algorithms, etc. | Expected | X | | | | | | Spok Response: Compliant |
| **10.10** | Security & Authentication | The System shall support user data encryption in transit. Please provide additional info such as algorithms, etc. | Expected | X | | | | | | Spok Response: Compliant |
| **10.11** | Security & Authentication | The System shall provide security of the mobile application on the mobile device for access, data storage and data recovery. | Expected | X | | | | | | Spok Response: Compliant |
| **10.12** | Security & Authentication | The System shall be CJIS compliant, where applicable. | Expected | | | | | | X | Spok Response: Non-Compliant. |
| **10.13** | Security & Authentication | The System shall adhere to the objectives in the NIST Cybersecurity Framework (CSF) (preferably using the Center for Internet Security Critical Security Controls (CIS CSC) or NIST SP 800-53 as implementation) | Expected | X | | | | | | Spok Response: Compliant. Spok follows the NIST security framework. |
| **10.14** | Security & Authentication | The System shall support automated data retention and destruction management. | Must Have | X | | | | | | Spok Response: Compliant |
| **10.15** | Security & Authentication | The System shall monitor SLA SaaS scripts and the Vendor shall provide a report of the monitoring output, upon request. | Desired | | | | | | X | Spok Response: Non-Compliant. |
| **10.16** | Security & Authentication | The Vendor shall provide alerts and notifications to the City of Austin CSIRT of incidents, outages, and maintenance periods. | Desired | X | | | | | | Spok Response: Compliant |
| **10.17** | Security & Authentication | The Cloud Service Provider (CSP) shall provide a formal written information security policies and a security program. | Expected | X | | | | | | Spok Response: Compliant. Spok will provide a copy of a SOC2 Type I or Type II report upon contract award. |
| **10.18** | Security & Authentication | The CSP shall store the data only within the US. | Expected | X | | | | | | Spok Response: Compliant. All customer data will be stored within the US. |
| **10.19** | Security & Authentication | Please provide info on ownership of the data centers. | Expected | X | | | | | | Spok Response: Compliant |
| **10.20** | Security & Authentication | The CSP shall segregate data from other customers. Please describe how the data is segregated from other customers. | Must Have | X | | | | | | Spok Response: Compliant. All customer data will be stored on a dedicated customer specific Hosted Storage Area Network (SAN). |
| **10.21** | Security & Authentication | The CSP shall ensure physical access to data processing facilities and IT equipment is restricted. Please provide information on how these restrictions are applied. | Must Have | X | | | | | | Spok Response: Compliant. Spok utilizes 2 fact.or authentication for physical access to the datacenter and limits access to only those employees that have a job related requirment to access the datacenter. Spok will provide a copy of a SOC2 Type I or Type II report upon contract award. |
| **10.22** | Security & Authentication | It is desired that the CSP is registered with the Cloud Security Alliance Security, Trust and Assurance Registry (STAR). Please provide information on if the CSP is registered with STAR or not. | Desired | | | | | | X | Spok Response: Spok is not registered with STAR |

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| **10.23** | Security & Authentication | The CSP shall provide results from a third-party security audit that was conducted within the last year. | Expected | X | | | | | | Spok Response: Compliant. Spok will provide a copy of a SOC2 Type I or Type II report upon contract award. |
| **10.24** | Security & Authentication | The CSP shall provide proof of relevant compliance certifications. | Expected | X | | | | | | Spok Response: Compliant. Spok will provide a copy of a SOC2 Type I or Type II report upon contract award. |
| **10.25** | Security & Authentication | The CSP shall provide a customer responsibility matrix (preferably mapped to the NIST Cybersecurity Framework, using the Center for Internet Security Critical Security Controls (CIS CSC) or NIST SP 800-53).<br>A FedRAMP ATO or CSA STAR Certification can be submitted for review as evidence of compliance. | Desired | X | | | | | | Spok Response: Compliant. Spok will provide a copy of a SOC2 Type I or Type II report upon contract award. |
| **10.26** | Security & Authentication | The System shall have a backup of all messages sent from the System and follow the data retention policy as agreed with the City. | Must Have | X | | | | | | Spok Response: Compliant |
| **10.27** | Security & Authentication | The System shall have a way to access the backup of all messages and have it available to the authorized members of the City. | Must Have | X | | | | | | Spok Response: Compliant. Spok provided software maintains a message log capability. |
| **10.28** | Security & Authentication | The Cloud Service Provider (CSP) shall regularly test backup restoration. | Expected | X | | | | | | Spok Response: Compliant. Spok performs a test restore from tape media annually. |
| **10.29** | Security & Authentication | The CSP shall test the backup media. E.g. media storage such as external hard drive, SAN, etc. shall be tested periodically to ensure the quality of the storage and restoration. Please describe your testing methodology. | Expected | X | | | | | | Spok Response: Compliant. Spok performs a test restore from tape media annually. |
| **11.00** | User Acceptance Testing | Please refer to the 0500 RFP Scope of Work (SOW) document and section 4.0 for details on User Acceptance Testing. | Must Have | X | | | | | | |
| **12.00** | References | Please refer to the 0600 RFP Filing Instructions document and the Tab 6 'Prior Experience & Reference' section for details on reference requirements. | Must Have | X | | | | | | |

# CITY OF AUSTIN
# PURCHASING OFFICE
# PURCHASING EXCEPTIONS

**Solicitation Number:** RFP PAX0139

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the provisions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 1 of your offer.

1. **0300 STANDARD PURCHASE TERMS & CONDITIONS**

☒ Accepted as written. ☐ Not accepted as written. See below:

**Indicate:**
**Page Number** **Section Number** **Section Description**

**Alternate Language:**

**Justification:**

NOTE: Copies of this form may be utilized if additional pages are needed.

# CITY OF AUSTIN
# PURCHASING OFFICE
# PURCHASING EXCEPTIONS

**Solicitation Number:** RFP PAX0139

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 1 of your offer.

2. **<u>0400 SUPPLEMENTAL PURHCASE PROVISIONS</u>**

☒ Accepted as written. ☐ Not accepted as written. See below:

**Indicate:**

| **Page Number** | **Section Number** | **Section Description** |
|---|---|---|

**Alternate Language:**

**Justification:**

NOTE: Copies of this form may be utilized if additional pages are needed.

# CITY OF AUSTIN
# PURCHASING OFFICE
# PURCHASING EXCEPTIONS

**Solicitation Number:** RFP PAX0139

The offeror shall clearly indicate each exception taken, provide alternative language, and justify the alternative language. The offeror that is awarded the contract will be required to sign the contract with the terms and conditions accepted; any exceptions may be negotiated or may result in the City deeming the offer non-responsive. Failure to accept or provide the exception information below may result in the City deeming the offer non-responsive.

Place this attachment as Tab 1 of your offer.

## 3. 0500 SCOPE OF WORK

☒ Accepted as written. ☐ Not accepted as written. See below:

**Indicate:**
**Page Number** **Section Number** **Section Description**

**Alternate Language:**

**Justification:**

NOTE: Copies of this form may be utilized if additional pages are needed.

# An Enterprise Approach to Critical Communications

Austin Coalition and Spok Partnership

## A Long-Term Partnership

The Austin Coalition and Spok have partnered since 2000 to ensure Coalition members have highly reliable, wide-area paging services to support their day-to-day and emergency communications. Through this relationship, Spok has developed a deep understanding of the Coalition's varied requirements. In turn, your members have gotten to know the Spok team and what we stand for as a company: We take the job of providing rock-solid critical communications very seriously, as the safety of the Austin community is on the line. We want to continue to support your needs and build on your existing infrastructure to give your members the breadth of mobile communications tools they need to do their important jobs efficiently and well.

## Spok Overview

Spok is passionate about critical communications in the public safety sector as well as the everyday communications that impact all areas of local government entities. At Spok, we understand that every call or message is crucial because minutes and seconds matter when lives are at stake. We also understand that day-to-day communications need to be handled well, and that mobile information exchange has become a priority.

Our communications solutions are used by government entities, private business, school districts, and universities to help protect citizens, staff, students, and visitors. Our technology ensures situational awareness for first responders, emergency call-takers, and others ready to react in an emergency.

The Spok Safety Connect® suite is based on our vision for the future of critical communications in public safety and government environments. We also see that critical interactions are becoming more and more mobile, while expectations are high for traceable, secure, and easy communications methods.

The Austin Coalition already relies on Spok for paging. Spok would enable you to progress from your existing Spok solutions to the next generation of integrated communications applications—all available directly from Spok. This means we are the ones providing all paging and software solutions, implementation services, training, technical monitoring, and support. We know that you need to protect your current investments while also moving into the future with a self-managed system spanning thousands of devices. Your ability to keep existing phone numbers via Spok® solutions is one way to protect your current investment.

## Partnership Proposal Overview

As requested, this proposal contains information and pricing for both paging and software solutions from Spok. In addition, we have included the Spok implementation and training services that will ease your transition to new technology. Our proposal builds on your existing paging solutions with critical alerting, emergency notification/incident management, and secure text messaging capabilities that will provide the tools needed for effective emergency and day-to-day communications. Not only can Spok provide all of these hosted software and paging solutions without partnering with another vendor, but we can also facilitate all of the system monitoring and technical support via our own 24/7/365 Technology Operations Center in Plano. This comprehensive view of the Austin Coalition system will enable us to proactively troubleshoot and dispatch service technicians whenever needed.

Spok will enable the Austin Coalition to have a common, self-managed system to oversee the management of all cell phones, smartphones, pagers, and other devices used across the various teams. This approach also carries forward exiting phone numbers to streamline the process. Per your request, these services would be billed on a subscription basis so that each Coalition member would be responsible for payments according to the number of user licenses in their area.

Key Spok Safety Connect Solutions

- **Paging:** Spok paging has long been the cornerstone of the Coalition's critical mobile communications. Even today, no mobile communication technology is more reliable, survivable, and affordable. Wide-area paging from Spok provides effective wireless coverage on the ground as well as superior in-building coverage. In addition to the Coalition's existing Spok pagers, you can easily incorporate the T5 (one-way pagers) and T52 (two-way pagers), available exclusively from Spok. These are among only a few devices available today that offer an encrypted paging option. With secure messaging capabilities and display-lock security features, these pagers provide a powerful tool for emergency response communication.

- **Web Directory With Spok® Smart Web:** The Spok web-based directory promotes "self service" for people to find others and update their own contact information, including cell phone, pager, and office numbers. It's easy to keep personal information current by allowing authorized users to log on anywhere, anytime to perform these updates and search the directory for colleagues and resources.

- **Emergency Notification and Incident Management With Spok® e.Notify:** Spok e.Notify helps you quickly and reliably notify and confirm team member response during time-sensitive situations without calling trees and confusion. Your staff can automatically deliver messages, collect responses, escalate to others, and log all activities for reporting and analysis. This means you can get messages quickly to the people who need them, speed the coordination of safety efforts, and provide dependable, accurate notification on any type of communications device.

- **Secure Text Messaging With Spok Mobile®:** Many first responders and others in the field rely on smartphones in addition to pagers as they assist in both routine and emergency situations. They need to be able to communicate quickly while on the move to coordinate support and save lives. Secure text messaging is an effective method to do this when critical information needs to be shared. With Spok Mobile, you can access the full directory of accurate contact information, send messages to smartphones, pagers, and other devices, and log critical communications—all with security, traceability, and reliability in mind.

- **Critical Alerting With Spok® Messenger:** This solution will deliver critical alerts and alarms to a variety of mobile devices such as pagers and smartphones. Delivering alerts to users' devices helps speed incident response times to events including active shooters, environmental emergencies, hostage standoffs, fires, and traffic accidents. The solution can also be used to notify specific individuals and groups of unscheduled meetings, alarm notifications, or IT trouble alerts.

Benefits to the Austin Coalition of a Continued Spok Partnership

Spok is confident that this proposed partnership will have significant positive benefits for the members of the Austin Coalition and will effectively support your overall strategic plan for communications. Below are some of the key benefits to the Coalition:

- Support a safe community via the latest mobile communication technology
- Speed response time to critical events
- Improve communications capabilities for those in the field
- Continue reliance on the Spok wide-area paging network, with its 99.92% reliability and encrypted paging options
- Work with a single provider for a turnkey approach to software, paging, implementation, and support
- Leverage a self-managed system to oversee the variety of devices in use (pagers, smartphones, etc.)
- Create an agile workforce though optimized, innovative tools and workflows
- Ease administration with a flexible, subscription billing approach that operates on a per-user basis
- Build on an already strong Spok partnership with capabilities that expand communications options

Together we can accomplish these goals through an evolution of the services and solutions you currently use. The Spok professional services team can support you throughout the implementation process to minimize the disruption to your workflows and your staff.

We appreciate the opportunity to present this proposal to you, and we are excited about the potential to work with you on such an important initiative.

## Business Organization

Spok, Inc.

Corporation, Tax id # 91-1199104

**Corporate Address:**
6850 Versar Center, Suite 420
Springfield VA 22151

**Branch Offices:**
3000 Technology Dr., Suite 400
Plano TX 75074

10400 Yellow Circle Drive
Eden Prairie MN 55343

**Local Office:**
11500 Metric Blvd, Suite 450
Austin TX 78758

- Spok, Inc. is legally authorized to do business in the State of Texas.
- Spok, Inc. has not filed any bankruptcy petitions in the last 5 years.
- Spok has no claims, arbitrations, administrative hearings or lawsuits in the last 5 years.
- Spok has no criminal proceedings or hearings to list.
- Spok has not failed to complete any work awarded.
- Spok has not been terminated from a contract.

## Prior Experience & References

Spok's project team has many years' experience in project management and implementation of projects of all sizes to Public Safety, Government, Entertainment and Healthcare customers. In the next section of this proposal you will find bios and organization charts for our senior leaders. In the Tab 9 section you will find sample implementation and training plans that have been used in previous customer projects and have changed as Spok's project teams have worked through the projects and developed best practices and used customer feedback.

The solution in this proposal is a configuration designed specifically for the Austin Coalition based on the requirements on Appendix A.R.

Below you will find three references from customers of varying size and products with configurations designed to fit their specific needs.

- Name of Agency - Lifespan
- Number of users, messages, types of devices rolled out – 20,000 users, send an average of 130,000 messages per month to pagers and smart phones
- Contact name – contact most familiar with the implementation and performance of their System – Raluca Ghizdavu
- Contact telephone number and email – (401) 793-5089, rghizdavu@lifespan.org
- Year project took place - 2009
- Budget of project $138,000
- Scope and magnitude of project - $138,000
- Was project completed on time and in budget? Yes

- Name of Agency: Douglas County Colorado
- Number of users, messages, types of devices rolled out: 25 Admin Users, 1500 Recipient Devices (Pagers and Smartphones)
- Contact name – contact most familiar with the implementation and performance of their system: Ann McNulty
- Contact telephone number and email: 303-660-7505, amcnulty@dcsheriff.net
- Year project took place: 2014
- Budget of project: $50,000
- Scope and magnitude of project: $50,000
- Was project completed on time and in budget?: Yes

- Name of Agency: Polk County Florida
- Number of users, messages, types of devices rolled out: 600 Admin Users, 2000 Recipient Devices ( Pagers and Smartphones)
- Contact name – contact most familiar with the implementation and performance of their system: Raymond Thomas
- Contact telephone number and email: 863-298-6324, rthomas@polksheriff.org
- Year project took place: 2015

- Budget of project: $60,000
- Scope and magnitude of project: $60,000
- Was project completed on time and in budget?: Yes

## Personnel & Project Management Structure

On the following pages is information on team members that are working on the Austin proposal and will be assigned to work on project, implementation, training and ongoing support. Spok utilizes a team approach to support the needs of our customers. This team includes members from our Senior Management team, our Sales and Sales Operations team, our Technology Operations team, our Project Management team, and our Customer Support team.

The Austin Coalition will be utilizing products from our Software portfolio as well as services from our Wireless Messaging portfolio. We have teams in place that will support all products and services. The following bios and organization charts will show team members that will be involved in different aspects of the project and contract. The primary contacts will be Michelle Wolfe and Nate Vogel for day to day communications over the course of the contract. There will be a project manager assigned during the implementation phase that will work closely with all team members.

Team member responsibilities are managed by the leaders of each team. Responsibilities and work load of team members are reviewed on a regular basis to ensure that all needs of our customers are being met. Changes are made as necessary based on these regular reviews.

## SPOK SENIOR LEADERSHIP

Information on additional members of Spok's leadership team can be reviewed at

www.spok.com

### HEMANT GOEL

### PRESIDENT

Goel, a seasoned business executive with 27 years of global experience and proven success in healthcare information technology, brings a comprehensive set of management, technical, and product development skills to his role as President. Goel joined Spok from Siemens Health Services, where he was Vice President, Clinical Solutions, with worldwide development responsibilities for the Company's sizable Clinical IT solutions business. In this position, he successfully managed the organization's operations, product portfolio, innovation and strategic growth, resulting in higher revenue, expanded market share, and improved customer retention. Goel also led a major software acquisition for the Company. Before Siemens Health, Goel was Enterprise Vice President and General Manager, Radiology, Cardiology and Enterprise Imaging at Cerner Corporation, where he managed worldwide sales and development of this business unit. Previously, he was Senior Vice President, Business Development, Sales and Marketing at StorCOMM, Inc., and, prior to that, served in various management positions at IMNET Systems, Inc., First Data Corporation, and Unisys Corporation. Goel holds a Bachelor of Science degree in Mechanical Engineering from the Indian Institute of Technology in Kanpur, India, and a Master of Business Administration degree from the McColl School of Business at Queens University in Charlotte, N.C.

### THOMAS SAINE

### CHIEF INFORMATION OFFICER

Saine is an accomplished technology executive with a long track record of delivering operational excellence, cost management and innovation. He has been the Chief Information Officer of USA Mobility (now Spok) since August 2008 providing executive leadership for the company's Information Technology and Wireless Messaging Network teams. Prior to his current position, he was the Chief Technology Officer beginning in October 2007. Saine rejoined the company in August 2007 as Vice President of Corporate Technology Operations. Previously, he had served the company as Vice President, Technology and Integration from November 2003 through June 2005. He has held senior technology leadership positions with Northrop Grumman Corporation, WebLink Wireless, and MobileComm. Saine has more than 25 years of operations, engineering and technology management experience. He currently serves on the Board of Spok Canada, Inc. (formally GTES, Inc.). He is a Certified Information Systems Security Professional (CISSP). He has a Bachelor of Science in Management from California Coast University and a Masters of Science in Engineering Management from Columbus University.

## DONALD SOUCY

## EXECUTIVE VICE PRESIDENT, GLOBAL SALES

Soucy has more than 20 years of experience in enterprise healthcare software sales and leadership. He joined Spok from Orion Health, where he was Vice President of Sales, National Accounts. Previous to that, he was Senior Vice President of Sales for Influence Health (formerly MEDSEEK) where he managed all new business development efforts in the United States and Canada. He has also held sales leadership positions with RelayHealth (a division of McKesson), SoftMed Systems, StorCOMM, Inc., and Lanier Healthcare. Soucy has extensive experience with building and leading high-performing sales teams and in forging long-lasting relationships with customers. He holds a Bachelor of Science degree in Business Administration from California State University in Los Angeles.

# SPOK TEAM MEMBERS

Below is information on the team that will be directly working on this project. There may be other employees assigned during the implementation and training phase.

Michelle Wolfe – Director, Contract/RFP Administration
26 years' experience with Spok, Inc.
Experience includes:

- Customer Support
- Inventory/Programming
- Contract and RFP Processing and Negotiations
- Contract Management
- Account Management
- Sales Operations
- Special Projects

Blake Mitchell – Director, Technology Operations
20 years' experience with Spok, Inc.
Experience includes:

- RF design and installation
- Project management
- Project engineering
- Telecommunications
- Integration
- Wireless communications
- VoIP

Nate Vogel- Public Safety Sales Director
17 years' Experience in Government and Public Safety
3 ½ years with Spok, Inc.
Experience includes:

- Customer Support
- Sales
- Marketing
- Solution Training
- Management
- Contract and RFP Processing and Negotiations
- Contract Management
- Account Management
- Special Projects

Paul W. Necklen – Senior Sales Engineer
14 years' experience with Spok, Inc.
Experience includes:

- Pre-Sales System Design and Consulting
- Pre-Sales Support
- Customer Application Training Specialist
- Product Demonstrations
- RFP Support
- Q.A. Testing and Validation

Greg Cartwright – Supervisor, Technology Operations
23 years' experience with Spok, Inc.
Experience includes:

- RF design and installation
- RF equipment troubleshooting and repair
- Project management
- Telecommunications
- Integration
- Wireless communications
- IT Systems Installation & repair

Joray Lawson – Customer Support
15 years' experience with Spok, Inc.
Experience includes:

- Accounts Receivable
- Audits
- Contract data entry
- Projects
- Customer Support, including programming and daily transactions

The following employees are our senior project team members:

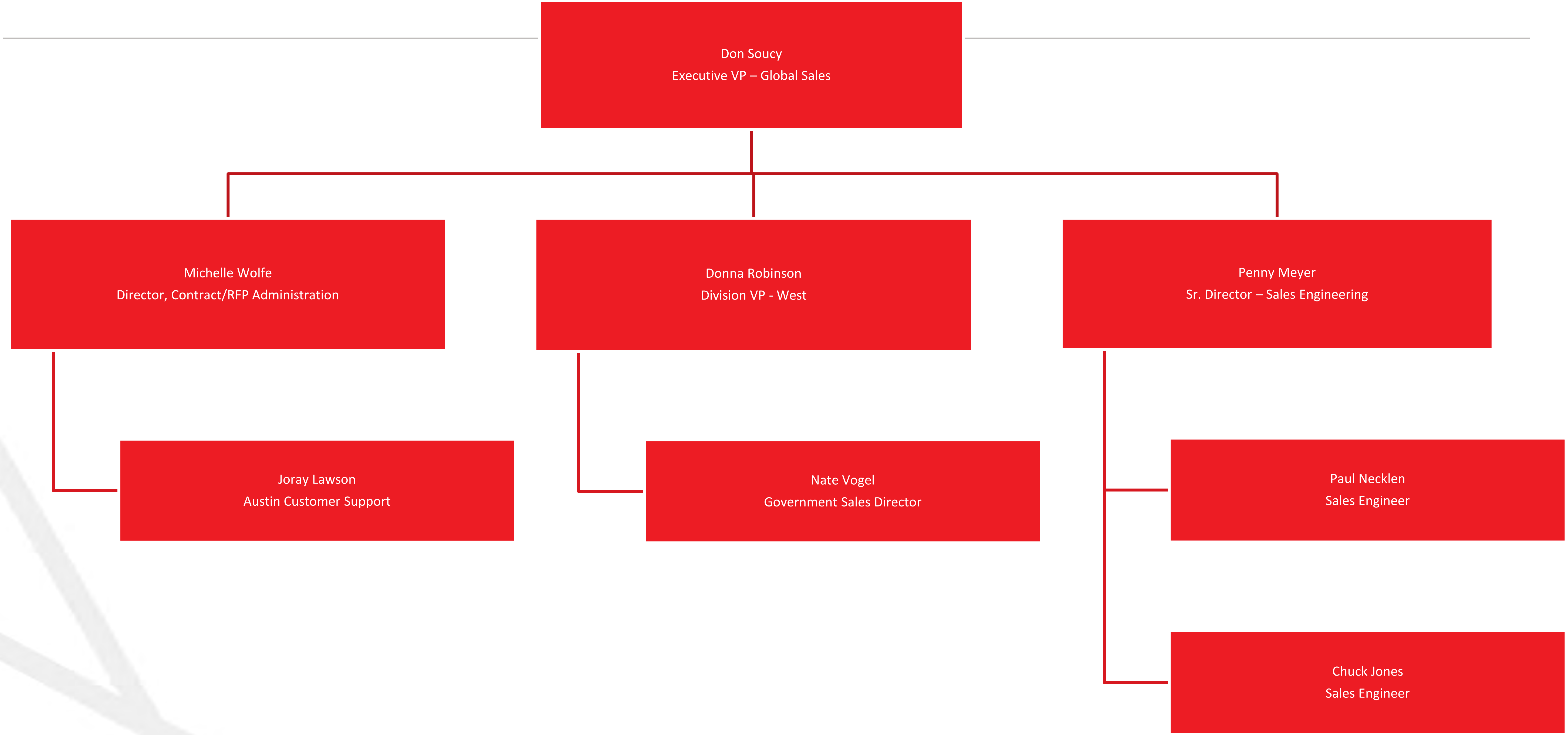
William Spooner
Lead Services Engineer
10 years' experience Spok Systems Administrator
Areas of Expertise: Provisioning Hardware/VMware Services for Spok Software Implementations

Michael Packer
Practice Lead
17 years' experience - Spok Project Manager and Practice lead
Areas of Expertise: Public Safety Implementations, Smart Suite implementations, Messenger Implementations

Ryan Bond
Solutions Consultant
6.5 years' experience Spok Consultation and Training
Areas of Expertise:  Contact Center Implementations, e.Notify Implementations

Jason Stanaland
Mobility Solutions Consultant
10 years' experience with Spok in many aspects of Professional Services including project management, IT service management and Systems architecture design.
Areas of Expertise:  Enterprise Mobile Strategy, IT Service Management, Project Management

# Sales Organization (Austin)



Don Soucy
Executive VP – Global Sales

Michelle Wolfe
Director, Contract/RFP Administration

Donna Robinson
Division VP - West

Penny Meyer
Sr. Director – Sales Engineering

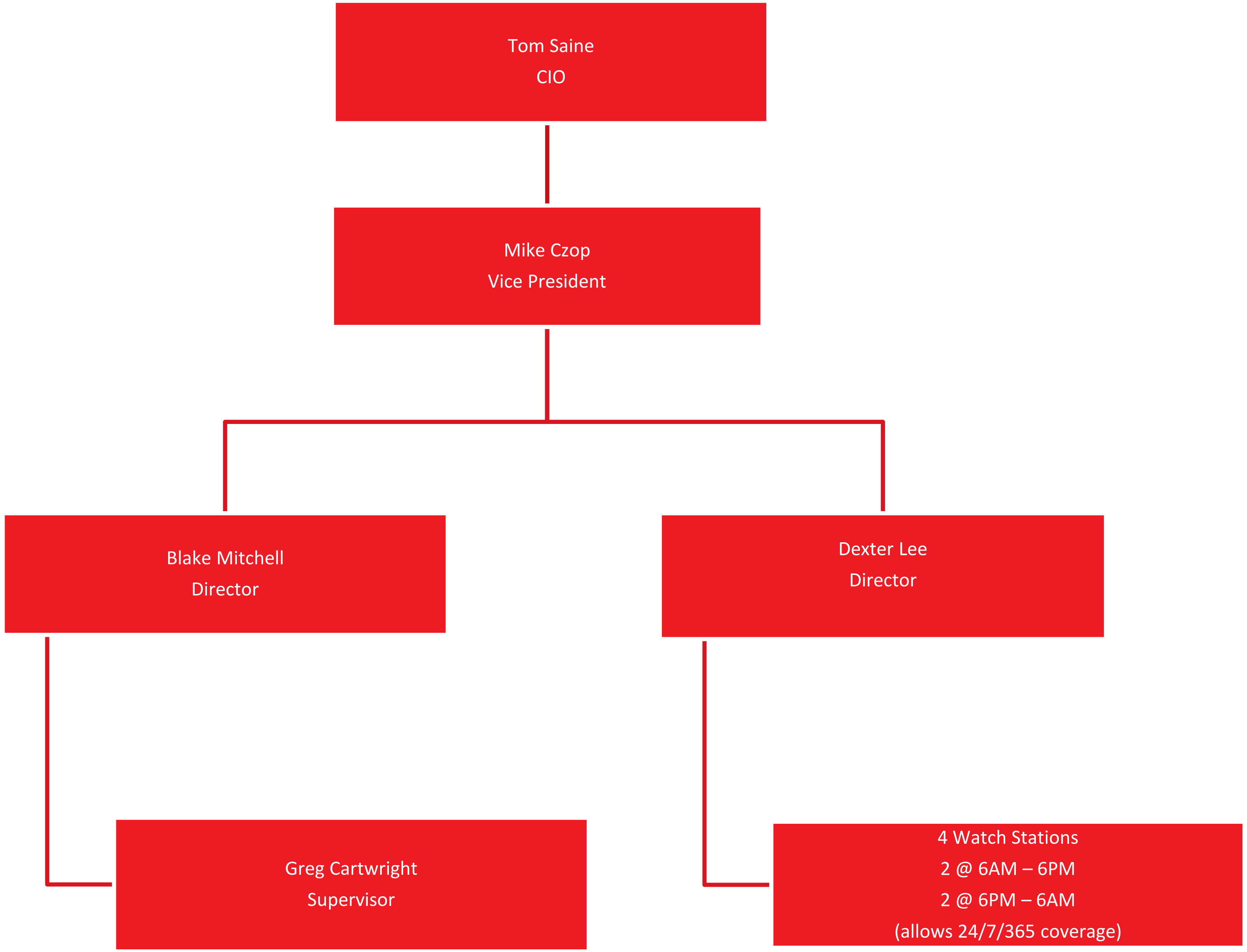
Joray Lawson
Austin Customer Support

Nate Vogel
Government Sales Director

Paul Necklen
Sales Engineer

Chuck Jones
Sales Engineer

# Technology Operations (Austin)



Tom Saine
CIO

Mike Czop
Vice President

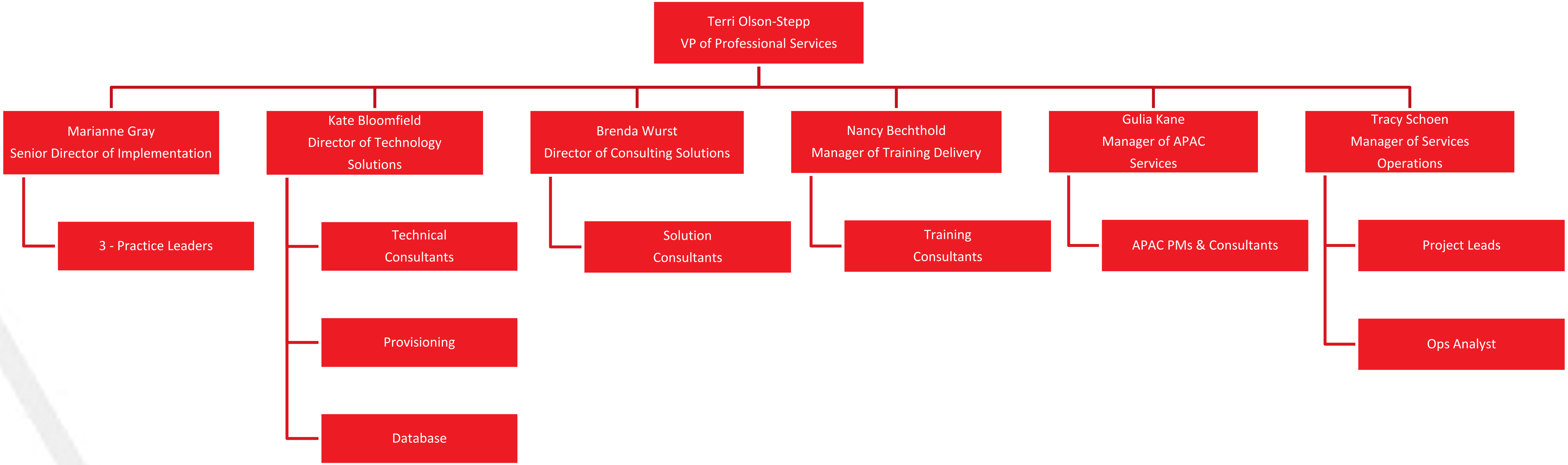
Blake Mitchell
Director

Dexter Lee
Director

Greg Cartwright
Supervisor

4 Watch Stations
2 @ 6AM – 6PM
2 @ 6PM – 6AM
(allows 24/7/365 coverage)

# Professional Services Organizational Chart - Overview



Terri Olson-Stepp
VP of Professional Services

Marianne Gray
Senior Director of Implementation

- 3 - Practice Leaders

Kate Bloomfield
Director of Technology Solutions

- Technical Consultants
- Provisioning
- Database

Brenda Wurst
Director of Consulting Solutions

- Solution Consultants

Nancy Bechthold
Manager of Training Delivery

- Training Consultants

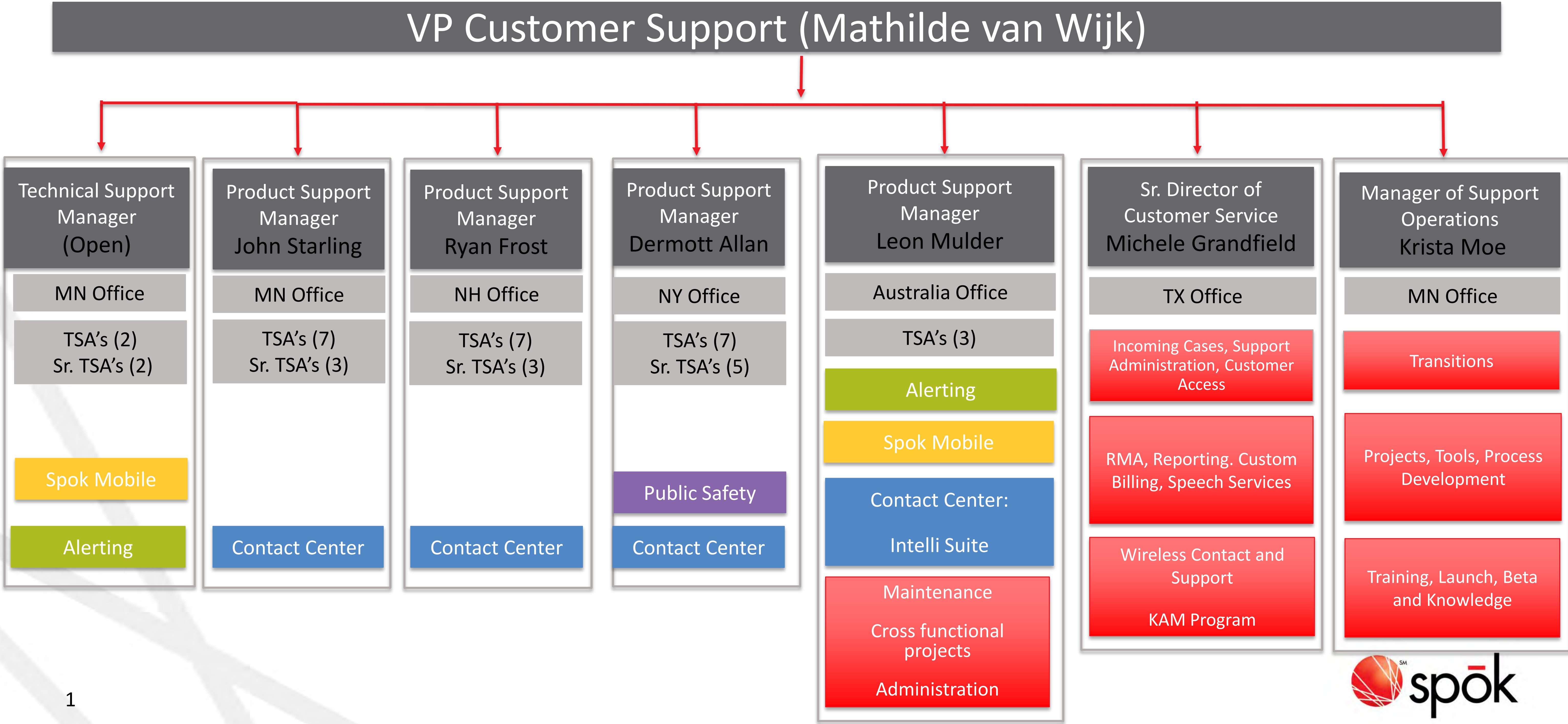
Gulia Kane
Manager of APAC Services

- APAC PMs & Consultants

Tracy Schoen
Manager of Services Operations

- Project Leads
- Ops Analyst

# SPOK CUSTOMER SUPPORT



VP Customer Support (Mathilde van Wijk)

**Technical Support Manager (Open)**
- MN Office
- TSA's (2)
- Sr. TSA's (2)
- Spok Mobile
- Alerting

**Product Support Manager John Starling**
- MN Office
- TSA's (7)
- Sr. TSA's (3)
- Contact Center

**Product Support Manager Ryan Frost**
- NH Office
- TSA's (7)
- Sr. TSA's (3)
- Contact Center

**Product Support Manager Dermott Allan**
- NY Office
- TSA's (7)
- Sr. TSA's (5)
- Public Safety
- Contact Center

**Product Support Manager Leon Mulder**
- Australia Office
- TSA's (3)
- Alerting
- Spok Mobile
- Contact Center: Intelli Suite
- Maintenance
- Cross functional projects
- Administration

**Sr. Director of Customer Service Michele Grandfield**
- TX Office
- Incoming Cases, Support Administration, Customer Access
- RMA, Reporting. Custom Billing, Speech Services
- Wireless Contact and Support
- KAM Program

**Manager of Support Operations Krista Moe**
- MN Office
- Transitions
- Projects, Tools, Process Development
- Training, Launch, Beta and Knowledge

spōk

# Concept and Solution

Spok has proposed The Spok Safety Connect® suite of products to meet the daily workflow and critical messaging requirements of the proposed project. The Spok Safety Connect Platform will meet and exceed the requirements for individual, group and incident based messaging via SMTP (email), SMS (short messaging service), Long Range Paging Services (Spok Wireless) and Secure Texting (Smart Phone App) to all Austin Coalition subscribers using this service offering.

The Spok Safety Connect Platform will allow for Austin Coalition staff to *quickly* and reliably initiate, monitor, and manage notifications and responses of all types, automatically delivering the message, collecting the responses, escalating if needed, and logging all activities for reporting and analysis.

As background, the Spok Safety Connect Platform provides a mission critical communications solution built upon I.T. industry standards and a U.S. Government certified industry-proven architecture. The Spok foundation is based on the use of open standards architecture, including the use of Oracle Relational Database Management System (RDBMS) and the RedHat Linux operating system, all operating on commercially available hardware. All system components are available in high availability, fault tolerant and total redundancy models, up to and including full Real Applications Clustering and multi-master data replication.

As with the current Spok system operations at US military bases, DoD agencies, and hundreds of commercial sites and installations at the most prestigious institutions in the U.S., the Spok architecture and applications provide flexible, reliable and robust communications design within true mission-critical environments. This architecture has been certified IAW DoD and Army interoperability, and includes Generic System Accreditation certification under the Department of Defense Information Technology Security Certification and Accreditation Process (DITSCAP), certification of Networthiness, Department of the Army, and DSN interoperability certification from the Joint Interoperability Test Command (JITC).

The Spok platform provides for feature rich, efficient and effective achievement of immediate requirements, while enabling cost-effective and industry-standard growth and service evolution investment over the long term.

The Spok Safety Connect Platform will enable Austin Coalition Members to:

- **Create** notifications on-the-fly or using standard templates
- **Define** any number of communication steps to occur simultaneously or at pre-defined intervals
- **Activate** notifications via PC-console, web or phone
- **Contact** any number of individuals or groups automatically
- **Notify** various devices, persons, functions and on-call personnel
- **Escalate** from one device, person or group to another until the message is received
- **Ask** specific questions and prompt the respondent for valid answers

- **Monitor** the messages sent and responses received
- **Cancel** notifications manually or automatically based on responses received
- **Maintain** personal or group templates and message groups via the web
- **View** records of all notification and response activities

# PAGING SERVICE LEVEL OBJECTIVES (SLO)

| Criteria | Purpose/Definition | Service Level |
|---|---|---|
| Notification/Response<br>(Defined below as Severity 1, 2 or 3) | Response times are related to Customer identified/reported issues.<br>Notifications are provided to customers who are subscribed to and configured in the Spok Outage Notification System (ONS). | |
| Notification of Severity One/ Emergency (All Units at one location affected by preferred input method or transmitter failure) | Initial response time and how often updates are given. | 90% / <= 60 Minutes |
| Notification of Severity Two/Priority Issues (Multiple units at one location affected) | Initial response time and how often updates are given. | 90% /<=4 Hours |
| Severity Three/Routine Issues (One unit at location affected) | Initial response time and how often updates are given. | 90% / <= 24 Hours |
| Network Availability | Averaged across all units, the overall network is available to process messages without blockage in the network, measured on an annual basis. | 99.9% |
| Network Reliability (Successful Transmission of Numeric and Alpha Messages) | Averaged across all units, percentage of alpha and numeric pages that are transmitted successfully. | 99.9% |
| Numeric and Alpha Message Latency | Maximum number of minutes between distribution and receipt of pages | 90% of messages transmitted within average of 60 seconds.<br>99% messages transmitted within average of 90 seconds.*** |

Without limiting the generality of the foregoing, telecommunications services, including the Services, may be adversely affected by various conditions, including but not limited to electrical interference, terrain, weather, Acts of God or governmental authority (including limitations on the availability of telephone numbers or spectrum), equipment failure, user error and the failure of any satellite or other connecting telecommunications facilities, or circumstances beyond Company's control (each a "Force Majeure Event"). Periodic service interruptions may be necessary to perform maintenance on the networks and facilities. Company, therefore cannot and does not guarantee the availability of the Services at all times and under all circumstances, nor that all messages will be received in a timely manner. Wireless messaging services are not secure methods of transmission, and Company cannot and does not guarantee against improper actions of third parties that interfere with the privacy of messages or the integrity of the Services. Services related to databases and information content may contain inaccuracies from time to time that occur at the source or in the transmission process (including but not limited to errors in stock quotations, sports results and news reports), and Company cannot and does not guarantee the accuracy or availability of such Services. Company's prices for the Services do not include insurance for these inherent risks. FORCE MAJEURE. Operation of this Agreement shall be suspended during any period where a party's failure or delay in performance is the result of any Force Majeure Event.

# Spok Training

Attached please find samples of Spok training for Messenger, Spok Mobile, E-Notify and Web. Upon award, Spok will submit a comprehensive syllabus for training based on your requirements.

TRAINING SYLLABUS

# e.Notify

## Onsite Training

### Overview

e.Notify uses the database to deliver the right information to the right people at the right time for any event. It quickly and reliably initiates, logs and manages notifications of all types; automatically delivers the message and collects the responses; and, can escalate if needed.

**Things to Consider**

- Train the Trainer Environment
- Admin Training for New Accounts and Upgrades – 3 Days

Event templates enable to plan notifications in advance, message delivery is automated via event activation which can be initiated from the web or calling into the system. Response processing confirms who has been contacted and the number of respondents. Escalation forwards unanswered notifications to other designated contacts. Monitoring and reports provides real-time logs and historical reports to all notifications and responses.

---

## Training Requirements

### Pre-Training Requirements (to be completed by customer)

- Know the e.Notify application URLs
- Web page must be accessible (i.e. information must be entered in DNS server)
- Ensure all PCs have the current updates (Windows, Java & Internet programs)
- Training room Requirements:
    - Projector in the training room & PC for each attendee with network internet access

### Training Prerequisites

- The database must be loaded into e.Notify
- Phone lines must be connected, functioning properly and numbers provided to Spok
- Learners will have an opportunity to build event templates, a few actual events should be brought to training

---

## User Roles Defined

### Things to Consider When Selecting Trainees & Administrators

- Who will administer e.Notify within your organization?
- Who will create and manage the events? One system administrator (Spok recommends 1 or 2 admins), one administrator per department, per group?
- Who will activate the events?

The chart below can aid in determining the best individuals to attend the training sessions.

| **e.Notify Role** Within Your Organization | **Description** |
|---|---|
| e.Notify Administrator | A user with this role would manage e.Notify, create and activate any event template and maintain the database. |
| e.Notify Event Owner | A user with this role will be able to access e.Notify and build events in ez.Notify; they can activate all templates they have been assigned owner, activator or admin of. |
| e.Notify Event Activator (i.e. Operator) | A user with no role assigned can only activate event templates they have been assigned activator privileges to. |

## System Structure & Setup Considerations

For a successful deployment of your e.Notify applications it is important to keep in mind some of the key pieces to building a complete and functional system.

- The number of phone lines dedicated to e.Notify
- Type of events/notifications that will be activated and how will they be activated (i.e. Codes, Departmental Notifications, Staff Shortages, Weather or Disaster events)
- The primary device (pager, email, phone) for notifying people and the primary response type when receiving a notification
- Who will activate events
- The size of your groups receiving notifications
    - Static list built of individuals from the Spok database (manually administered)
    - Dynamic list of individuals based on department or other criteria (automatically updated as the database is administered)

## Content Overview

### Administrative training

- Welcome – Introduction & Demo
- System Overview & Navigation
- Menus, Icons & Windows
    - Setup Menu
        - Procedure Device List
        - Inter Device Interval
        - Response Points
        - Message Priority
        - Web Links
    - Admin Menu
        - Admin Lite

        - Message Groups
        - Prompt Library

- Admin Menu
    - Event Templates
        - Basic & Advanced Template Creation
        - Monitoring Events
        - Reports

- Integrated e.Notify Web Applications
    - ez.Notify
    - Web Response
    - Event Scheduler
    - Self-Registration

- Consultative Training Time
    - Advanced Setup Training
    - Implementation
    - Advanced Template Building
    - Testing and Trouble-Shooting

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## Additional Reference Material

- Available through the Spok Customer portal at: www.spok.com/customer_support/online_support

TRAINING SYLLABUS

# Smart Web

## [Onsite] Adminsitrator Training

**Training Time**

**New Customer:**
Train-the-Trainer: 4 Hours

**Upgrade:**
Train-the-Trainer: 1 hour

## Overview

Smart Web combines the information entered in Smart Center forms into one web-based product.

Smart Web enables you to access information in your organization’s directory, confirm on-call assignments, update an on-call schedule, and send a message through pager or email to an individual or a message group.

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## Training Requirements

### Training Area Requirements

- Smart Center & Smart Web URLs are accessible
- Ensure all PCs have the current updates (Windows, Java & Internet programs)
- Training PC & Projector in the training room

### Training Prerequisites

- Smart Center training complete

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## User Roles Defined

### Things to Consider When Selecting Participants

- Who will be responsible for determining Smart Web configurations and user displays?
- Who will be responsible for training staff how to use Smart Web?

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## Content Overview

### New Customer Training:

- Working with Smart Web
- Performing Directory Searches
- Viewing and Searching OnCall
- Paging
    - Paging a Directory Listing, Function, Message or OnCall Group

    - Working with Personal and PC Based Message Groups
- Personal Profile
- Scrolling Roster
- Patient Information
- Performing Global Searches

## Smart Web and Smart Center Integration

**New Customer Training:**

- Directory and Paging Module Access
- Instructions
- Smart Web Patient View
- OnCall Administration
- Message Groups

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**Upgrade Training:**

- New Smart Web Features & Functionality Options
- Best Practices Review
- Q & A

## Additional Reference Material

- Available through the Spok Customer portal at: www.spok.com/customer_support/online_support

TRAINING SYLLABUS

# Messenger

## Administrator Training

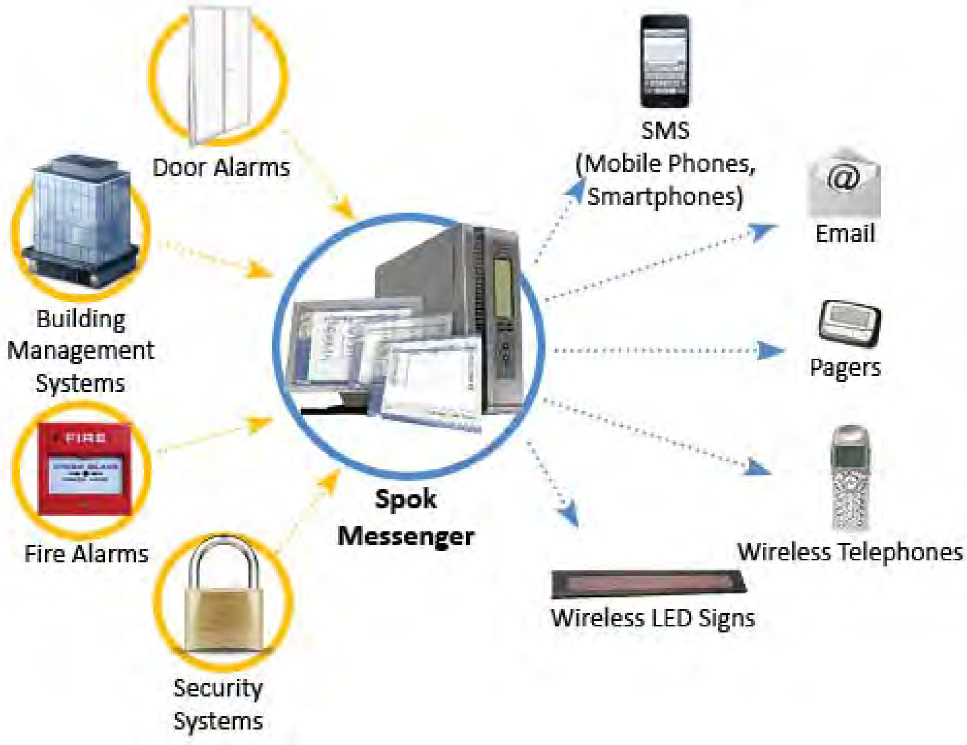
**Things to Consider**

- Train the Trainer Environment

### Overview

Spok Software’s intelligent middleware solution, Spok Messenger™,
detects alerts from your critical monitoring and alarm systems and routes them to the appropriate staff on their wireless communication devices. The outcome is faster response to critical events, resulting in improved efficiency, safety, and satisfaction.
Spok Messenger creates an enterprise-wide hub for the management, prioritization, and response to key events. This includes the ability to send messages to the right people based on rules set up in your organization, including escalated communications whenever necessary. It also means you can manage devices easily and allocate staff appropriately.

This comprehensive and practical application training session will enable participants to administer Messenger for their organization.



# Training Requirements

- Classroom environment with computers for hands on training.
- Access to a projector for on-site training
- Computer(s) powered up with LAN connection(s)
    - Messenger Client installed
    - Internet Access for Web

# Training Outline

Introduction

- Overview of Messenger Client

Messenger Administration

- Logging In/Out

# Training Outline

- Sending Messages
- Events
- Reminder Messages
- Managing Messaging Devices
- Managing Groups
- Managing Schedules
- Settings
- Managing Users
- Managing Escalations
- Recipients Availability
- Common Messages

Administrator Resources

- Administration User Guide,  Administration Quick Reference Guide

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## Things to Consider When Selecting Trainees

- Who will be in charge of Messenger within your organization with full access? (Spok recommends 1 or 2 admins)
- If applicable, who will have limited access to  Administration (access to create and manage the Devices, Availability, Groups, Schedules and possibly other Administration )?

TRAINING SYLLABUS

# Messenger

## End User Training

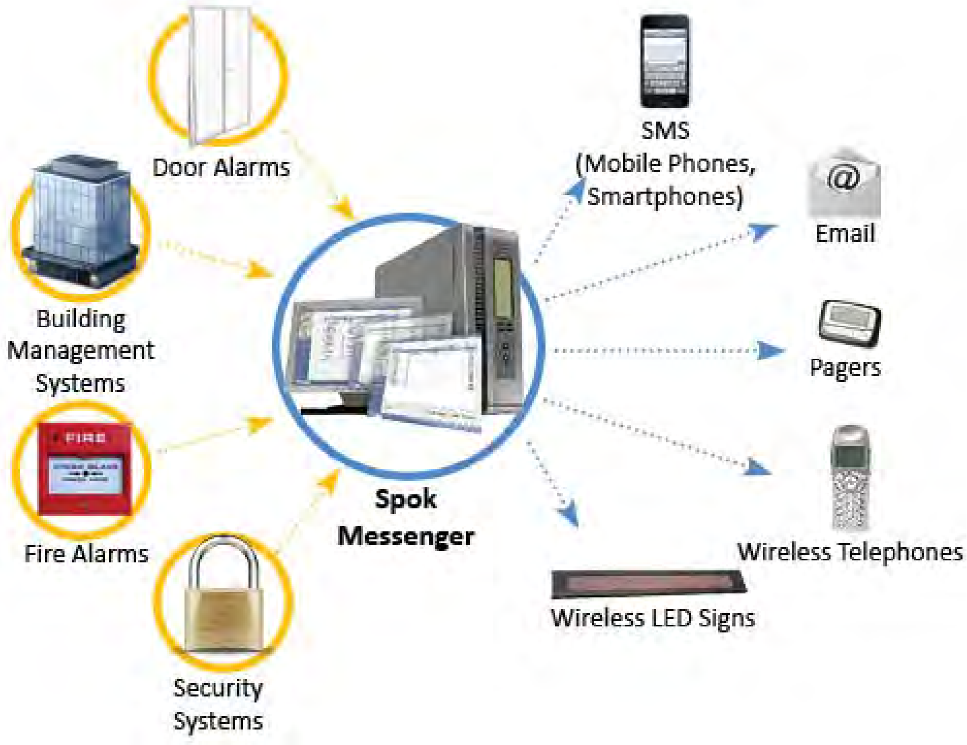
**Things to Consider**

- Train the Trainer Environment
- Training time:  1 hour

### Overview

Spok Software’s intelligent middleware solution, Spok Messenger™, detects alerts from your critical monitoring and alarm systems and routes them to the appropriate staff on their wireless communication devices. The outcome is a faster response to critical events, resulting in improved efficiency, safety, and satisfaction.
Spok Messenger creates an enterprise-wide hub for the management, prioritization, and response to key events. This includes the ability to send messages to the right people based on rules set up in your organization, including escalated communications whenever necessary. It also means you can manage devices easily and allocate staff appropriately.

This comprehensive and practical application training session will enable participants to navigate Messenger and send messages.



## Training Requirements

- Computer(s) with a network connection and Internet Explorer 7, or 8 or 9 ( with compatibility mode).
    - Web Address for Messenger

## Training Outline

- Overview of Messenger Web
- Logging In/Out
- Sending Messages
    - Sending Options
    - Sending Messages to Groups
    - Sending Messages to Schedules
    - Sending Messages to Escalations
- Utilizing Common Messages
- Message Center
- Availability

### End User Resources

- End User Guide, End User Quick Reference Guide

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## Things to Consider When Selecting Trainees

- Who will be utilizing the system

TRAINING SYLLABUS

# Spok Mobile

## Spok Mobile Administrator and End-user Training

### Overview

Spok Mobile enables users to receive code alerts, patient updates, consult requests and other messages on their smartphones and tablets. Users have access to the full Web directory of message devices and may display and message individuals on call, all in a secure and traceable application.

This is a complete and practical application training that will result in participants being able to administer Spok Mobile for their organization.

**Training Time**

New Customer:
- Administrators: 4 hours
- End-Users: 1 hour per user

Upgrade:
- Administrators: 2 hours
- End-Users: 1 hour per user

## Training Requirements

- Spok Mobile software installed on server and tested
- Web pages (Spoke Mobile Administration, Registration and Spok Web) accessible from training PCs

## Content Overview

### Administrator Training

- Spok Web User/Device Administration
  - Determining Access to Directory for Spok Mobile
  - Creating a Spok Mobile Device
  - Registering/Unregistering a Device
    - Modifying a Registration
- Spok Mobile Administration
  - Site Navigation
  - Devices
    - Menus & Field Descriptions
    - Filtering and Organizing the Device List
    - Commands Menu
      - Wipe Messages
      - Preferences
    - Setting Device Preferences
      - Administration Controlled vs. End User Controlled
    - Access Codes
    - Attachments
    - Templates
  - Device Groups
    - Manage Device Groups

        - Default Device Group
        - Add Groups
        - Manage Registrations & Edit Commands
        - Assigning Devices to Groups

- Spok Mobile Registration
    - Registering a Device for an End-user
    - Review the Spok Mobile Registration in Msg Devices tab
    - Modifying a Paging Device
    - Unregistering a Device

End User Training *(Note: Administrator training must be completed and end-user's device must be configured as a Spok Mobile device)*

- Registering/Unregistering a Device
- Downloading the Spok Mobile App to a Device
- Registering the Spok Mobile App on a Device

- Managing Settings
    - Status*
    - Profile
    - SettingsHelp

- Messages
    - Composing a Message
        - Attachments
        - Templates
    - Receiving a Message
        - Accept/Decline/Call Number
        - Reply

- Composing Messages to OnCall Schedules and Groups

*If Applicable

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## Additional Reference Material

- Documents available through the Spok customer portal at: www.spok.com/customer_support/online_support
- Videos available:
  http://vimeo.com/user28762217/videos

# Overview of Spok implementation Methodology

The Spok Implementation Methodology outlines the project lifecycle of a Spok System Implementation. This document describes the overall process for implementations including a limited set of requirements that need to be met by both Spok and the Customer, a more detailed requirements list will be provided to the Customer by the appointed Spok Project Manager. The scope and size of the Customers particular implementation will determine which phases will be required.

## Implementation Process Overview

The high level view of the implementation life cycle includes 5 important milestones: Pre-Implementation including Technical Setup Training, Go Live, Customer Acceptance, Post-Implementation and Project Close.

## Pre-Implementation

During pre-implementation the Spok and Customer Teams initiate the implementation and prepare for the technical setup and testing week(s) which occur(s) at the customer location.

There are several tasks that occur as part of pre-implementation:

Sales Handoff – the Spok Sales Team introduces the project to the Spok Project Manager.

Project Kickoff – The Spok Project Manager will contact the customer for initial introductions. During this call an agenda will be established for the meeting with the customer project team. It will be determined at this time if a visit to the customer site is required or if a conference call will be sufficient.

Customer Site Visit – If a site visit is needed the Spok Project Manager travels to the customer site for a one to two day visit to review the Spok System purchased by meeting with the customer's subject matter experts, discuss the project requirements, propose a project schedule / timeline, and tour the call center(s).

Kickoff via conference bridge – The Spok Project Manager will send out a meeting invite to the project teams and provide a conference bridge. The Spok Project Manager will review the Spok System purchased, discuss the project requirements and propose a project schedule / timeline

## Technical Setup

Staging, System Verification and Shipping – The Spok Staging Technicians will install and configure the servers (physical hardware may be sent to the staging lab at each Spok office by the customer). The Technical Implementation Specialist will verify the installation, and notify the Staging Technician the equipment can be shipped back to the customer and notify the Spok Project Manager of the status.

System Preparation and Check – The Spok Project Manager will work with the customer's project technical team to verify remote access to the servers and the installation of any additional hardware, including telephony equipment.

The project team will meet to review the agenda to be followed during the technical setup and testing week(s). A detailed task list will be provided to the Customer by the Spok Project Manager and will include any customer resources we may need available during the set up.

The Spok Technical Implementation Specialists will perform the remainder of the Spok system setup and execute the Spok System test plan. This may be done at the customer site or remotely depending on project requirements.

## Training

The Spok Project Manager will arrange for a Spok Trainer to provide end-user training based on what is specified in the sales order. This may be done at the customer site or remotely depending on project requirements.

A detailed training requirements list for the products the customer purchased will be provided by the Spok Project Manager.

## Testing

The Spok Project Manager, Technical Implementation Specialist and the customer will go through the entire test plan and sign-off that the system is functioning as it should. This is especially important for upgrade customers who may have had specific customizations previously.

## Go Live

The Spok Project Manager and Technical Implementation Specialist will travel to the customer site and activate the Spok system by following the pre-determined system Go live plan.

The Technical Implementation Specialist and customer will log any outstanding project issues, resolve any high priority items during the Go live, and low priority items during post implementation.

## Customer Acceptance

Following go live; a Customer Acceptance document will be presented the customer. A formal customer acceptance document is acknowledgment that the project deliverables have been delivered as intended. It is used to certify that the project is complete. It may identify follow up items that will be addressed at a later time.

## Post Implementation

Following the Spok System Go live, the Spok Project team will return to the Spok office and complete any outstanding project tasks remotely. Post Implementation tasks include:

Continue to hold weekly meetings

Track open items through resolution

The Spok Project Manager will meet with the Spok Technical Support Manager to handoff the project to Spok's Technical Support Team.

## Project Close

When the project has been transitioned to Spok Support and all time and expenses are in, the Project Manager can close the project. Once a project is closed the customer will be invoiced, and the 90-day warranty period will begin.

# SAMPLE ACCEPTANCE TEST PLANS

# Test Cases : Verify Vacation/Exception Scheduler Functionality for Key Responders

**e.Notify** **Test Case #7**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Disable Notification Availability in Admin Lite | 1. Click on Admin on top menu bar<br>2. Click to select Admin Lite from sub-menu | Admin Lite window pane appears with existing listing | | | | |
| 4 | | 1. Click on Clear Form icon (pencil eraser) on Admin Lite icon window bar | Fields will clear on Admin Lite window pane | | | | |
| 5 | | 1. Enter first and last name of key responder test user in respective fields<br>2. Press Enter key | User's listing information will appear in Admin Lite window pane | | | | |
| 6 | | 1. Click to uncheck the Available for Notification checkbox<br>2. Click on Save icon on Admin Lite window icon bar on top | Status bar on bottom of e.Notify window will display Transaction complete: 1 records applied and saved | | | | |
| 7 | Validate Event | 1. Highlight Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 8 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 9 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 10 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 11 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 12 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 13 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 14 | Backup Key Responder Receives Notification | 1. Backup key responder test user will receive notification and acknowledge receipt of notification | Backup key responder receives notification instead of primary and event closes upon confirmation | | | | |
| | | | | | | | |
| | | | | | | | |
| Tester(s): | | | | | | | |
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# Test Cases : New Event Set-up: Basic Template

**e.Notify** **Test Case #12**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Access Event Template window | 1. Select Admin menu on menu bar<br>2. Select Basic Event Template | Basic Event Template window pane appears | | | | |
| 4 | Basic Event Template creation | 1. Change Event Name to "Test Event Basic"<br>2. Leave Expiration (minutes) defaulted at 30<br>3. Leave Business Unit as MAIN<br>4. Leave Cost Center and Message Priority as defaulted values<br>5. Leave all message options as blank<br>6. Click on Procedure Device List and select,Spok Test<br>7. Leave Personal Device and Send to These Devices Simultaneously options unchecked<br>8. Select Individual Recipients by entering test users messaging ID<br>9. Click Save | "Test Event Basic" will appear in event list under My Event Templates node on Notification Template Hierarchy pane | | | | |
| 5 | Validate Event | 1. Highlight Test Event Basic under My Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 6 | Activate Event | 1. Highlight event under My Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 7 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 8 | Activate Event - Verifying Business Unit | 1. Click on Business Unit field where "MAIN" is displayed | Verify Business Unit field header will turn into a button | | | | |
| 9 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 10 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 11 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 12 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in My Events Overview pane on the navigation window | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 13 | Recipients receive Notifications as key responders | 1. Recipients will ignore 1st notification page<br>2. Recipients will ignore 2nd notification page (5 minutes after activation)<br>3. Recipients will confirm receipt after receiving 3rd notification - text to voice (10 minutes after activation) | Event will progress through standard device escalation as defined by Spok Test procedure device list. Event will close upon confirmation from all recipients | | | | |
| | | | | | | | |
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| Tester(s): | | | | | | | |
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[redacted]

# Test Cases:  Validate and Verify all events

**e.Notify** **Test Case #1**

|  |  |  | Expected Response |  |  |  |  |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): |  |  |  |  |  |  |  |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears |  |  |  |  |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes |  |  |  |  |
| 3 | Expand list of events | 1. Click on "+" by All Event Template in the Notification Template Hierarchy pane | All Event Template node will expand and list all events |  |  |  |  |
| 4 | Verify Event | 1. Click on "+"  by "<event name here>" event on event list under All Event Template node,<br>2. Verify procedure list includes at least one key responder procedure (listed per title) and a FYI responder procedure | Event node will expand and display Auto Reports and the procedure list per event with key responders listed per title and a FYI responder procedure (email notifications) |  |  |  |  |
| 5 | Validate Event | 1. Click to highlight first event on event list under All Event Template node, "<event name here>" (same event listed in step #4).<br>2. Click on Validate Event icon on left-hand tool bar | A pop-up window will appear noting that the event has been validated and is ready to be activated |  |  |  |  |
| 6 | Verify and validate all subsequent events | 1. Repeat the steps outlined under previous tests (4 & 5) to verify and validate all subsequent events | All events will list at least one key responder (per title, per procedure) and a FYI responder procedure and also a pop-up window will appear noting that the subsequent events have been validated |  |  |  |  |
|  |  |  |  |  |  |  |  |
| Tester(s): |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

# Test Cases : New Event Set-up: Advance Template

| | e.Notify | Test Case #13 | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Access Event Template window | 1. Select Admin menu on menu bar<br>2. Select Advanced Event Template | Event Creation window pane appears | | | | |
| 4 | Advanced Event creation | 1. Check the Ready to Activate checkbox<br>2. Change Name to "Test Event Advance"<br>3. Leave Message Priority with defaulted value<br>4. Edit Remark field, "Test Advanced Event"<br>5. Leave Access Code as All<br>6. Leave Business Unit and Cost Center fields with defaulted values<br>7. Leave message boxes blank | "Test Event Basic" will appear in event list under My Event Templates node on Notification Template Hierarchy pane | | | | |
| 5 | Advanced Event creation - Procedure #1 | 1. Click on Procedure #1 on left event hierarchy node | Event -> Procedure #1 pane will appear on | | | | |
| 6 | | 1. Change Name to Key Responder<br>2. Leave Send To Coverage checked<br>3. Change Expiration Time (in Minutes) to 60<br>4. Leave Procedure Delay at 0<br>5. Select Follow escalation rules or interval in Step Process Rule options<br>6. Click on Procedure Device List field to activate Procedure Device List button<br>7. Click on Procedure Device List button<br>8. Select Amcom Test on LOV<br>9. Leave Use recipient's device list if available unchecked<br>10. Click on Inter Device Interval field to activate button<br>11. Click on Inter Device Interval button to access LOV<br>12. Select STANDARD from LOV<br>13. Leave Notify all devices simultaneously unchecked<br>14. Select Specified Number under Desired Responses<br>15. Type 1 in field right of Specified Number<br>16. Click on Save button | Information will change as entered on event hierarchy pane | | | | |
| 7 | Advanced Event creation - Procedure #1 -> Step #1 | 1. Click on "+" sign on right of Procedure #1 (Key Responders) on event hierarchy pane | Procedure #1 event node will expand displaying Step #1 | | | | |
| 8 | | 1. Click on Step #1 node | Event -> Procedure #1 -> Step #1 window pane appears | | | | |
| 9 | | 1. Change Name from Step #1 to test users title<br>2. Change Step Duration to 15 (minutes)<br>3. Click on Save button | Information will change as entered on event hierarchy pane | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 10 | Advanced Event creation - Procedure #1 -> Step #1 -> Recipients | 1. Click on "+" next to Step #1 (test user's title) on event hierarchy pane on left | Step #1 (Test User's Title) node will expand displaying Recipients and Query Responses nodes | | | | |
| 11 | | 1. Click on Recipients node | Event -> Procedure #1 -> Step #1 - Recipients window pane appears | | | | |
| 12 | | 1. Select Message Groups tab<br>2. Enter Group Number of dynamic message group created for test users<br>3. Click Save button | Name of message group will populate under name field along with type | | | | |
| 13 | Advanced Event creation - Procedure #1 -> Step #2 | 1. Click and highlight Procedure #1 (Key Responders) on event hierarchy pane<br>2. Click on Add New… icon (green +) on icon bar | Step #2 node will be added under Step #1 node | | | | |
| 14 | | 1. Click on Step #2 node | Event -> Procedure #1 -> Step #2 window pane appears | | | | |
| 15 | | 1. Change Name from Step #2 to secondary test responder's title<br>2. Change Step Duration to 15 (minutes)<br>3. Click on Save icon on icon bar | Information will change as entered on event hierarchy pane | | | | |
| 16 | Advanced Event creation - Procedure #1 -> Step #2 -> Recipients | 1. Click on Recipients node under Step #2 | Event -> Procedure #1 -> Step #2 - Recipients window pane appears | | | | |
| 17 | | 1. Select Message Groups tab<br>2. Enter Group Number of dynamic message group created for secondary test responders<br>3. Click Save button | Name of message group will populate under name field along with type | | | | |
| 18 | Advanced Event creation - Procedure #1 -> Step #3 | 1. Click and highlight Procedure #1 (Key Responders) on event hierarchy pane<br>2. Click on Add New… icon (green +) on icon bar | Step #3 node will be added under Step #2 node | | | | |
| 19 | | 1. Click on Step #3 node | Event -> Procedure #1 -> Step #3 window pane appears | | | | |
| 20 | | 1. Change Name from Step #3 to tertiary test responder's title<br>2. Change Step Duration to 15 (minutes)<br>3. Click on Save button | Information will change as entered on event hierarchy pane | | | | |
| 21 | Advanced Event creation - Procedure #1 -> Step #3 -> Recipients | 1. Click on Recipients node under Step #3 | Event -> Procedure #1 -> Step #3 - Recipients window pane appears | | | | |
| 22 | | 1. Select Message Groups tab<br>2. Enter Group Number of dynamic message group created for tertiary test responders<br>3. Click Save button | Name of message group will populate under name field along with type | | | | |
| 23 | Advanced Event creation - Procedure #2 | 1. Click on Event ID on event hierarchy pane on left<br>2. Click on Add New… icon (green +) on icon bar | Procedure #2 node will appear under Procedure #1 | | | | |
| 24 | | 1. Change Name field from Procedure #2 to FYI Recipients<br>2. Leave Send to Coverage checked<br>3. Set Expiration Time (in Minutes) to 5<br>4. Leave Procedure Delay at 0<br>5. Select Enforce Step interval under Step Processing Rule<br>6. Leave Procedure Device List as EMAIL/TEXT ONLY<br>7. Leave User recipient's device list option unmarked<br>8. Leave Inter Device Interval as STANDARD<br>9. Leave Notify all devices simultaneously option unchecked<br>10. Leave Desired Responses as None<br>11. Click on Save button | Information will change as entered on event hierarchy pane | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 25 | Advanced Event creation - Procedure #2 -> Step #1 | 1. Click on Step #1 under Procedure #2 (FYI Recipients) on event hierarchy pane | Event -> Procedure #2 -> Step #1 window appears | | | | |
| 26 | | 1. Change Name from Step #1 to Email all FYI Recipients<br>2. Change Step Duration to 5<br>3. Click on Save button | Information will change as entered on event hierarchy pane | | | | |
| 27 | Advanced Event creation - Procedure #2 -> Step #1 -> Recipients | 1. Click on Recipients node under Step #1 | Event -> Procedure #2 -> Step #1 - Recipients window pane appears | | | | |
| 28 | | 1. Select Message Groups tab<br>2. Enter Group Number of dynamic message group created for FYI test recipients<br>3. Click Save button | Name of message group will populate under name field along with type | | | | |
| 29 | Save and Close | 1. Select Save and Close button | Event Creation window pane will close. | | | | |
| 30 | Validate Event | 1. Highlight Test Event Advance under My Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 31 | Activate Event | 1. Highlight event under My Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 32 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 33 | Activate Event - Verify Business Unit | 1. Click on Business Unit field where "MAIN" is placed | Verify Business Unit field header will turn into a button | | | | |
| 34 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 35 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 36 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 37 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in My Events Overview pane on the navigation window | | | | |
| 38 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients | | | | |
| 39 | Primary Key Responders ignore notifications | 1. Key responder test users will ignore 1st notification page<br>2. Key responder test users will ignore 2nd notification page (5 minutes after activation)<br>3. Key responder test users will ignore phone notification (10 minutes after activation) | E.Notify will send 1st notification page upon activation, 2nd notification page after 5 minutes from activation, and a phone call after 10 minutes from activation. | | | | |
| 40 | Secondary Key Responders ignore notification | 1. Secondary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Secondary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Secondary key responder test users will ignore phone notification (25 minutes after activation) | E.Notify will send 1st notification page to secondary key responders 15 minutes from activation, 2nd notification page after 20 minutes from activation, and a phone call after 25 minutes from activation. | | | | |

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|---|---|---|---|---|---|---|---|
| 41 | Tertiary Key Responders receive notification | 1. Tertiary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Tertiary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Tertiary key responder test users will receive phone notification (25 minutes after activation) | E.Notify will send 1st notification page to tertiary key responders 30 minutes from activation, 2nd notification page after 35 minutes from activation, and a phone call after 45 minutes from activation. | | | | |
| 42 | Tertiary key Responders confirms receipt of notification | 1. Tertiary key responder answers phone call and confirms notification | Event closes once all key responders acknowledges and confirms receipt of notification. | | | | |
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| Tester(s): | | | | | | | |
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# Test Cases : Create Dynamic Message Groups

**e.Notify** **Test Case #11**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Access Message Group screen | 1. Click on Admin menu in menu bar<br>2. Select Message Groups | Message Groups window will appear | | | | |
| 4 | Message Group window | 1. Click on Cancel Query (red stoplight) icon on icon bar | Pop-up window will appear noting the query is cancelled and the Access Code will default to ALL | | | | |
| 5 | | 1. Enter Group # in field<br>2. Enter Name of Message Test Group in field<br>3. Select Dynamic-Advanced for Type<br>4. Leave Access Code as ALL<br>5. Enter Message Priority as 1<br>6. Leave Maximum Members Allowed blank<br>7. Enter Remark as Test Primary Message Group<br>8. Click on Advanced Query tab<br>9. Copy and paste the following script in the field,<br>SELECT l.listing_id,l.messaging_id,l.name FROM listing l, listing_specialty ls, specialty s WHERE l.listing_id = ls.listing_id AND s.specialty = '**DFM**' AND s.specialty_code = ls.specialty_code AND l.listing_id IN (SELECT listing_id FROM listing_org where org_code = event_util_cntx_pkg.get_context_bu)<br>*Replacing **DFM** with the Test Primary Responder's specialty*<br>8. Click Save icon. | Maximum Members Allowed field, Static Members, and Basic Query tabs will be grayed-out. | | | | |
| 6 | Test Message Group was entered correctly | 1. In Reports menu (menu bar), select Message Groups, By Person | Message Groups By Person Report window appears | | | | |
| 7 | | 1. Enter Group # that was just created in field.<br>2. Leave Business Unit field as MAIN<br>3. Leave Report Format as HTMLCSS<br>4. Click OK | Report window will appear with the profile listing information of the test primary user under this Business Unit (as defined in the ORG tab in the profile listing) | | | | |
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| Tester(s): | | | | | | | |
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**ez.Notify 4.6**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Create and Activate a New Event | 1. Access ez.Notify and log in.<br>2. Click the Create New Event button. The event creation pane displays.<br>3. In the Enter Event Name field, enter a descriptive name for the event.<br>4. In the Enter Message field, enter the notification message.<br>5. Choose the Use for Voicemail option to specify that the text message should be left as a voice mail message if a phone is included in the device list.<br>6. Select the response type option.<br>7. In the Select Recipients section, select the notification recipients using the search feature.<br>8. You can choose to change the event duration, device escalation, and procedure device lists for the event template by clicking the additional options icon. (If no changes are made, the defaults are used.)<br>9. Click the Save icon at the bottom of the screen. | 1. A warning message displays<br>2. Click the OK button to complete the save process. A confirmation message displays<br>3. Click the OK button to close the message dialog<br>4. You can now activate the event - Click the Activate icon at the bottom of the screen to activate the event template.<br>5. A warning message displays<br>6. Click the OK button to continue with the activation<br>7. Click the OK button to close the dialog | | | | **None:** When you select the None option, the recipient is not required to reply to the notification.<br>**Confirmation:** When the Confirmation option is selected, the default confirmation message is included with notifications made to a phone, pager, or email. The user is instructed how to respond to the notification on that device type to confirm receipt of the notification.<br>**Yes/No Question:** When you specify the Yes/No Question option, you must also enter a question that can be answered either yes or no. |
| 2 | Change the event duration, device escalation, and procedure device lists for an event. | 1. Create a new template.<br>2. Click the additional options icon at the bottom of the screen.<br>3. In the Event Duration (Minutes) field, enter the time limit for the procedure. The time is measured in minutes.<br>4. From the Select Device Escalation options, select whether you want to use device escalation when sending notifications, or to notify all devices for all recipients at the same time.<br>5. From the Select Procedure Device List list box, select the procedure device list that should be used to determine the devices and the order of the devices to which the notification should be sent.<br>6. Select the Use recipient's device list (if available) option if the recipients' personal device list should be used.<br>7. Click the green 'back' icon to return the previous screen.<br>8. Click the Save icon at the bottom of the screen. | 1. A warning message displays<br>2. Click the OK button to complete the save process. A confirmation message displays<br>3. Click the OK button to close the message dialog<br>4. You can now activate the event - Click the Activate icon at the bottom of the screen to activate the event template.<br>5. A warning message displays<br>6. Click the OK button to continue with the activation<br>7. Click the OK button to close the dialog | | | | |
| 3 | Activate an Event | 1. Access ez.Notify and log in.<br>2. Click the Activate Existing Event button.<br>3. From the Select an Event list, click on the event template you want to activate.<br>4. In the Enter/Edit Message field, update the notification message if needed.<br>5. Choose the Use for Voicemail option to specify that the text message should be left as a voice mail message if a phone is included in the device list.<br>6. Click the green activate button to activate the | 1. Click the Activate icon at the bottom of the screen to activate the event template.<br>2. A warning message displays<br>3. Click the OK button to continue with the activation<br>4. Click the OK button to close the dialog | | | | |
| 4 | Monitor an event | 1. In the My Recent Activations list, click on the activated event to display the main event monitor screen<br>2. Click on the link for the name of a procedure<br>3. Click on the link for the name of a step | The event information is displayed | | | | |
| 5 | Cancel an event | 1. In the My Recent Activations section, click on the active event you want to cancel.<br>2. Click the Cancel Event icon. A warning message displays<br>3. Click the OK button to complete the cancellation<br>4. Click on the name of a canceled event in the My Recent Activations section to display the event monitor.<br>5. Click on a procedure within the event | The procedure status is updated to CANCELLED. | | | | The screen is updated after the next refresh cycle. The icon next to the event in the My Recent Activations section is changed to the Cancelled icon and the event name is displayed in red. |

## Web Response 4.6

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Accessing the Web Site | 1. Open a browser window.<br>2. Enter your organization’s web response URL and access the Web Response web site. In the User ID field, enter your log in user name.<br>3. In the Password field, enter the associated password if required.<br>4. Click the Log In button to access Web Response | The Active Notification tab displays by default. | | | | |
| 2 | Changing a Recipient’s Availability | 1. Log in to Web Response<br>2. Click the Change Notification Availability tab<br>3. Choose the desired availability option (available/unavailable)<br>4. Click the Save button to save the change | 1. A message dialog displays, verifying the change.<br>2. Click the OK button to close the dialog.<br>The screen is updated with your selection. | | | | |
| 3 | Log out of Web Response | 1. Log in to Web Response<br>2. Click the Logout link to log out of Web Response | The user is returned to the Login screen. | | | | |
| 4 | Responding to an Event | 1. Open a browser window.<br>2. Enter the URL for your organization’s Spok Application Launcher.<br>3. Press <Enter> or click Go in the browser window. The Spok Application Launcher displays.<br>4. Click the Launch button in the e.Notify Response section<br>5. In the User ID field, enter your messaging ID.<br>6. In the Password field, enter the associated password.<br>7. Click the Log In button to access Web Response<br>8.Enter an event notification number from the list shown in the Notification ID field or click on a notification in the list to select it.<br>9. Click the Next button | When you reach the end of the event notification, the acknowledgement message.<br>Click the OK button to return to the Active Notifications tab. Note that the REPLIED option for the event has been updated to YES | | | | |
| 5 | Specifying Working Hours and a Working Hours Device List | 1. Log in to Web Response.<br>2.Click the Set Up Personal Device List tab<br>3. Specify working hours in the Work Hours section (enter start and end time in HH:MM format).<br>4. In the day columns, click on the option for the days for which the time period applies<br>5. Repeat the process for each work hour set you want to define by:<br>a) Clicking the red X Delete Record icon next to the hours you want to remove or<br>b) Clicking the Add Additional Work Hour button to add an additional row.<br>6. Select a device from the list box in the Work Hour Devices section<br>7. Click the Save button | A message dialog displays, verifying that the hours and devices have been added.<br>Click the 'OK' button to close the message dialog | | | | |

## Scheduler 4.6

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logging In | 1. Open an internet browser window.<br>2. Enter the Spok Scheduler URL for your organization. The log in screen displays<br>3. Log in to the application<br>4. Click the Log In button | The calendar screen for the application displays. | | | | |
| 2 | Review Scheduled Events | 1. Access the Spok Scheduler and log in<br>2. Display the month which has the schedule you want to review<br>3. Click the number of events shown in parentheses<br>4. Events scheduled for a different day can be displayed in this screen by entering a different date in the day, month, and year fields at the top of the screen and then clicking the Go button | The information for the new day automatically displays when the date is changed. | | | | |
| 3 | Display Schedule Information about a User's Event | 1. Access the Spok Scheduler and log in<br>2. Click on an event name to display scheduling information for that event.<br>3. Choose the Schedule Detail tab if it is not selected by default<br>4. Click the Next Schedules and Previous Schedules buttons to scroll through the list of scheduled events | Review information about the event and the list of dates and times on which this event will run | | | | |
| 4 | Creating a New schedule | 1. Access the Spok Scheduler and log in<br>2. Click the New Task button or click the number for a day.<br>3. In the Task Info tab, select the event that you want to schedule<br>4. Use the scroll bar to scroll through the list of events<br>5. Click on an event to select it.<br>6. Choose the Scheduling tab to schedule the event<br>7. In the Start Date fields, enter the date on which the recurring schedule should start.<br>8. In the time fields, enter the time on which the recurring schedule should start<br>9. Choose a time zone for the event from the Time Zone list box<br>10. Choose a frequency option from the available options<br>11. Choose a recurrence option form the available list of options<br>12. Click the Schedule Detail tab to review the recurring schedule<br>13. Click the Schedule button to create the | 1. A warning message displays 'are you sure you want to schedule this task?'<br>2. Click the 'OK' button to close the message dialog and create the recurring schedule. | | | | |
| 5 | Updating a Recurring Schedule | 1. Access the Spok Scheduler and log in<br>2. Choose the Scheduling tab<br>3. Make any changes needed to the schedule<br>4. Choose the Schedule Detail tab to review the new schedule with the changes made<br>5. When changes are complete, click the Update button to save the new schedule | The calendar is updated to show the changes. | | | | |
| 6 | Canceling a Recurring Schedule | 1. Access the Spok Scheduler and log in<br>2. Click on the name of a scheduled event that should be canceled<br>3. Click the Cancel Scheduled Task button to cancel all of the scheduled events associated with this recurring schedule | 1. A warning message displays 'are you sure you want to cancel this scheduled task?'<br>2. Click the 'OK' button<br>3. The warning message dialog and the Scheduled Task window are both closed, and the calendar screen is updated. All scheduled events associated with the recurring schedule are removed from the calendar. | | | | |

## Test Cases : Verify Key Responders and FYI recipients receive notifications and event closes upon confirmation

|  | e.Notify | Test Case #2 | Expected Response |  |  |  |  |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | Pass/Fail | **Comments** |
| Tester(s): |  |  |  |  |  |  |  |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears |  |  |  |  |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview |  |  |  |  |
| 3 | Expand list of events | 1. Click on "+" by All Event Template in the Notification Template Hierarchy pane | All Event Template node will expand and list all events |  |  |  |  |
| 4 | Verify Escalation Steps for Key Responders | 1. Click on "+" by "Advanced Test" to expand the procedure list | "Advanced Test" node will expand displaying Auto Reports, Key Responder Procedure and FYI Responder Procedure. |  |  |  |  |
| 5 |  | 1. Click on "+" by Key Responder Procedure to expand procedure step list<br>2. Repeat for all subsequent key responder procedures | Key Responder Procedure node will expand to display 3 steps for escalation - Primary Escalation, Secondary Escalation, and Tertiary Escalation |  |  |  |  |
| 6 | Verify FYI Responder Procedure | 1. Click on "+" by FYI Responder Procedure to expand step list | Node will expand to display a single step - Email FYI Responders |  |  |  |  |
| 7 | Validate Event | 1. Highlight Test event under My Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated |  |  |  |  |
| 8 | Activate Event | 1. Highlight event under AllEvent Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear |  |  |  |  |
| 9 |  | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear |  |  |  |  |
| 10 | Activate Event - Changing Business Unit | 1. Click on Business Unit field where "MAIN" is displayed. | Veirfy Business Unit field header turns into a button |  |  |  |  |
| 11 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing |  |  |  |  |
| 12 |  | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the |  |  |  |  |
| 13 |  | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. |  |  |  |  |
| 14 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in My Events Overview pane on the navigation |  |  |  |  |
| 15 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients |  |  |  |  |
| 16 | Primary Key Responders receive notifications via page | 1. Key responder test users will acknowledge receipt of notification | E.Notify monitoring will reflect confirmations from key responders and close event once all key responders have confirmed |  |  |  |  |
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| Tester(s): |  |  |  |  |  |  |  |
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# Test Cases:  Verify Device Escalation Occurs for Key Responders

**e.Notify** **Test Case #3**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Validate Event | 1. Highlight under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 4 | Activate Event | 1. Highlight "Advanced Test" event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 5 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 6 | Activate Event - Changing Business Unit | 1. Click on Business Unit field where "MAIN" is placed | Verify Business Unit field header will turn into a button | | | | |
| 7 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 8 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 9 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 10 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 11 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients | | | | |
| 12 | Primary Key Responders receive notifications via page and phone | 1. Key responder test users will ignore 1st notification page<br>2. Key responder test users will ignore 2nd notification page (5 minutes after activation)<br>3. Key responder test users will answer phone for voice notification (10 minutes after activation) | E.Notify will send 1st notification page upon activation, 2nd notification page after 5 minutes from activation, and a phone call after 10 minutes from activation | | | | |
| 13 | Primary Key Responders confirms receipt of text-to-voice phone call | 1. Key responder test users call e.Notify phone line to confirm receipt of notification | Event will close once all Key Responders have acknowledge receipt of notification | | | | |
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| Tester(s): | | | | | | | |
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# Test Cases:  Verify Procedure Escalation - Secondary Primary Responders

**e.Notify**

**Test Case #4**

| | | | **Expected Response** | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Validate Event | 1. Highlight Advanced Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 4 | Activate Event | 1. Highlight Advanced event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on | Confirm Event Activation window will appear | | | | |
| 5 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 6 | Activate Event - Changing Business Unit | 1. Click on Business Unit field where "MAIN" is placed | Verify Business Unit field header will turn into a button | | | | |
| 7 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 8 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 9 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed (keeping in mind for text-to-voice formatting)<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 10 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 11 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients | | | | |
| 12 | Primary Key Responders ignore notifications | 1. Key responder test users will ignore 1st notification page<br>2. Key responder test users will ignore 2nd notification page (5 minutes after activation)<br>3. Key responder test users will ignore phone notification (10 minutes after activation) | E.Notify will send 1st notification page upon activation, 2nd notification page after 5 minutes from activation, and a phone call after 10 minutes from activation. | | | | |
| 13 | Secondary Key Responders receives notification | 1. Secondary key responder test users will receive 1st notification page (15 minutes after activation). | Procedure escalates to secondary key responder after 15 minutes from activation | | | | |
| 14 | Secondary Key Responders confirms receipt of notification | 1. Secondary key responder test users acknowledges receipt of notification page | Event closes once all key responders acknowledges and confirms receipt of notification. | | | | |
| | | | | | | | |
| Tester(s): | | | | | | | |
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# Test Cases:  Verify Procedure Escalation - Tertiary Primary Responders

**e.Notify** **Test Case #5**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Validate Event | 1. Highlight Advanced Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 4 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 5 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 6 | Activate Event - Changing Business Unit | 1. Click on Business Unit field where "MAIN" is placed | Verify Business Unit field header will turn into a button | | | | |
| 7 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 8 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the  window. | | | | |
| 9 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 10 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 11 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients | | | | |
| 12 | Primary Key Responders ignore notifications | 1. Key responder test users will ignore 1st notification page<br>2. Key responder test users will ignore 2nd notification page (5 minutes after activation)<br>3. Key responder test users will ignore phone for text-to-voice notification (10 minutes after activation) | E.Notify will send 1st notification page upon activation, 2nd notification page after 5 minutes from activation, and a text-to-voice phone call after 10 minutes from activation. | | | | |

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|---|---|---|---|---|---|---|---|
| 13 | Secondary Key Responders ignore notification | 1. Secondary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Secondary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Secondary key responder test users will ignore phone notification (25 minutes after activation) | E.Notify will send 1st notification page to secondary key responders 15 minutes from activation, 2nd notification page after 20 minutes from activation, and a phone call after 25 minutes from activation. | | | | |
| 14 | Tertiary Key Responders receive notification | 1. Tertiary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Tertiary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Tertiary key responder test users will receive phone notification (25 minutes after activation) | E.Notify will send 1st notification page to tertiary key responders 30 minutes from activation, 2nd notification page after 35 minutes from activation, and a phone call after 45 minutes from activation. | | | | |
| 15 | Tertiary key Responders confirms receipt of notification | 1. Tertiary key responder answers phone call and confirms notification | Event closes once all key responders acknowledges and confirms receipt of notification. | | | | |
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| Tester(s): | | | | | | | |
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## Test Cases:  Verify Scenario - No Key Responders confirm and event closes after duration has expired

**e.Notify** **Test Case #6**

| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
|---|---|---|---|---|---|---|---|
| | | | Expected Response | | | | |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Validate Event | 1. Highlight Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 4 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 5 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 6 | Activate Event - Changing Business Unit | 1. Click on Business Unit field where "MAIN" is placed | Verify Business Unit field header will turn into a button | | | | |
| 7 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 8 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 9 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 10 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 11 | FYI recipients receive notification via email | 1. FYI recipients will receive notification via email without acknowledging receipt of email | Email notification will appear in email inbox of FYI recipients | | | | |
| 12 | Primary Key Responders ignore notifications | 1. Key responder test users will ignore 1st notification page<br>2. Key responder test users will ignore 2nd notification page (5 minutes after activation)<br>3. Key responder test users will ignore phone for text-to-voice notification (10 minutes after activation) | E.Notify will send 1st notification page upon activation, 2nd notification page after 5 minutes from activation, and a text-to-voice phone call after 10 minutes from activation. | | | | |
| 13 | Secondary Key Responders ignore notification | 1. Secondary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Secondary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Secondary key responder test users will ignore phone for text-to-voice notification (25 minutes after activation) | E.Notify will send 1st notification page to secondary key responders 15 minutes from activation, 2nd notification page after 20 minutes from activation, and a text-to-voice phone call after 25 minutes from activation. | | | | |

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|---|---|---|---|---|---|---|---|
| 14 | Tertiary Key Responders ignore notification | 1. Tertiary key responder test users will ignore 1st notification page (30 minutes after activation)<br>2. Tertiary key responder test users will ignore 2nd notification page (35 minutes after activation)<br>3. Tertiary key responder test users will ignore phone for text-to-voice notification (40 minutes after activation) | E.Notify will send 1st notification page to tertiary key responders 30 minutes from activation, 2nd notification page after 35 minutes from activation, and a text-to-voice phone call after 40 minutes from activation. | | | | |
| 15 | Secondary Key Responders ignore notification | 1. Secondary key responder test users will ignore 1st notification page (15 minutes after activation)<br>2. Secondary key responder test users will ignore 2nd notification page (20 minutes after activation)<br>3. Secondary key responder test users will ignore phone for text-to-voice notification (25 minutes after activation) | E.Notify will send 1st notification page to secondary key responders 15 minutes from activation, 2nd notification page after 20 minutes from activation, and a text-to-voice phone call after 25 minutes from activation. | | | | |
| 16 | Event Closes after time elapses for procedure | 1. User will monitor event as all procedures durations expire | Event will close automatically after all procedure durations have expired | | | | |
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| Tester(s): | | | | | | | |
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## Test Cases : Verify Vacation/Exception Scheduler Functionality for Key Responders

| | e.Notify | Test Case #7 | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Disable Notification Availability in Admin Lite | 1. Click on Admin on top menu bar<br>2. Click to select Admin Lite from sub-menu | Admin Lite window pane appears with existing listing | | | | |
| 4 | | 1. Click on Clear Form icon (pencil eraser) on Admin Lite icon window bar | Fields will clear on Admin Lite window pane | | | | |
| 5 | | 1. Enter first and last name of key responder test user in respective fields<br>2. Press Enter key | User's listing information will appear in Admin Lite window pane | | | | |
| 6 | | 1. Click to uncheck the Available for Notification checkbox<br>2. Click on Save icon on Admin Lite window icon bar on top | Status bar on bottom of e.Notify window will display Transaction complete: 1 records applied and saved | | | | |
| 7 | Validate Event | 1. Highlight Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 8 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 9 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 10 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 11 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 12 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 13 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 14 | Backup Key Responder Receives Notification | 1. Backup key responder test user will receive notification and acknowledge receipt of notification | Backup key responder receives notification instead of primary and event closes upon confirmation | | | | |
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| Tester(s): | | | | | | | |
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# Test Cases : Verify Vacation/Exception Scheduler Functionality for Email Recipients

| | e.Notify | Test Case #8 | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| Test # | Test Description | Steps | Expected Results | Actual Results | Date Tested | Pass/ Fail | Comments |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Disable Notification Availability in Admin Lite | 1. Click on Admin on top menu bar<br>2. Click to select Admin Lite from sub-menu | Admin Lite window pane appears with existing listing | | | | |
| 4 | | 1. Click on Clear Form icon (pencil eraser) on Admin Lite icon window bar | Fields will clear on Admin Lite window pane | | | | |
| 5 | | 1. Enter first and last name of FYI recipient test user in respective fields<br>2. Press Enter key | User's listing information will appear in Admin Lite window pane | | | | |
| 6 | | 1. Click to uncheck the Available for Notification checkbox<br>2. Click on Save icon on Admin Lite window icon bar on top | Status bar on bottom of e.Notify window will display Transaction complete: 1 records applied and saved | | | | |
| 7 | Set Exception Schedule | Exception Schedule was set in scenario | | | | | |
| 8 | Validate Event | 1. Highlight Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 9 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 10 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 11 | Activate Event - Editing Message Texts | 1. Click Full Text Message field to edit the message text as needed | Defaulted text in box will highlight allowing for editing | | | | |
| 12 | | 1. Click on Edit Limited pager message button<br>2. Edit message text as needed (equal or less than the 256 character limit)<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 13 | | 1. Click on Edit Voice Message button<br>2. Edit message text as needed<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 14 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | Advanced Activation window will close and pop-up window will appear noting the event has been activated and Events in Progress will update in All Events Overview pane on the navigation window | | | | |
| 15 | Backup Key Responder Receives Notification | 1. Backup FYI recipient test user will receive email notification<br>2. Key responder test users acknowledge receipt of notification | Backup FYI recipient receives notification instead of primary and event closes upon confirmation from key responders | | | | |
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| Tester(s): | | | | | | | |
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# Test Cases : Verify Reporting - Events by Date Range

| | e.Notify | Test Case #9 | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Access Reporting | 1. Click on Reports menu on menu bar<br>2. Select Event Activations<br>3. Select Details in sub-menu<br>4. Select By Notification and Response | Activation and Response Reporting [new] window will appear | | | | |
| 4 | Execute Report in HTMLCSS format | 1. Leave Event ID field with defaulted "ALL"<br>2. Leave Activation # field with defaulted "ALL"<br>3. Leave Business Unit field as "ALL<br>4. Use the calendar icon to select the Start Date or enter date as, DD-MONTH-YYYY<br>5. Use the calendar icon to select the End Date or enter date as, DD-MONTH-YYYY<br>6. Leave Report Format defaulted as HTMLCSS<br>7. Click OK | Activation Detail report will appear with all notifications within the given date range parameter. | | | | |
| 5 | Execute Report in PDF format | 1. Leave Event ID field with defaulted "ALL"<br>2. Leave Activation # field with defaulted "ALL"<br>3. Leave Business Unit field as "ALL<br>4. Use the calendar icon to select the Start Date or enter date as, DD-MONTH-YYYY<br>5. Use the calendar icon to select the End Date or enter date as, DD-MONTH-YYYY<br>6. Change Report Format to PDF/PRINT in drop-down menu<br>7. Click OK | Activation Detail report will appear with all notifications within the given date range parameter in PDF format. | | | | |
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| Tester(s): | | | | | | | |
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# Test Cases : Verify Reporting - Filtered by Event Type

**e.Notify**

**Test Case #10**

| | | | **Expected Response** | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Access Reporting | 1. Click on Reports menu on menu bar<br>2. Select Event Activations<br>3. Select Detail in sub-menu<br>4. Select By Notification and Response | Activation and Response Reporting [new] window will appear | | | | |
| 4 | Execute Report in HTMLCSS format | 1. Change Event ID to Test Event<br>2. Leave Activation # field with defaulted "ALL"<br>3. Leave Business Unit field as "ALL<br>4. Use the calendar icon to select the Start Date or enter date as, DD-MONTH-YYYY<br>5. Use the calendar icon to select the End Date or enter date as, DD-MONTH-YYYY<br>6. Leave Report Format defaulted as HTMLCSS<br>7. Click OK | Activation Detail report will appear with all Test event notifications within the given date range parameter. | | | | |
| 5 | Execute Report in PDF format | 1. Change Event ID to Test Event<br>2. Leave Activation # field with defaulted "ALL"<br>3. Leave Business Unit field as "ALL<br>4. Use the calendar icon to select the Start Date or enter date as, DD-MONTH-YYYY<br>5. Use the calendar icon to select the End Date or enter date as, DD-MONTH-YYYY<br>6. Change Report Format to PDF/PRINT in drop-down menu<br>7. Click OK | Activation Detail report will appear with all Test event notifications within the given date range parameter in PDF format. | | | | |
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| Tester(s): | | | | | | | |
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## Test Cases : Peak Volume/Load Test

**e.Notify**

**Test Case #14**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and My Events Overview panes | | | | |
| 3 | Activate <event name #1> | Activate <event name>. | Event will be activated | | | | |
| 4 | Activate<event name #2> | Activate <event name>. | Event will be activated | | | | |
| 5 | Verify e.Notify was able to support load | Verify with all recipients (if not by confirmation) that all notifications were received for both events | All recipients received notifications for each event regardless of device. | | | | |
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# Test Cases : Event will NOT activate if there is no text in message fields

**e.Notify** **Test Case #15**

| | | | Expected Response | | | | |
|---|---|---|---|---|---|---|---|
| **Test #** | **Test Description** | **Steps** | **Expected Results** | **Actual Results** | **Date Tested** | **Pass/ Fail** | **Comments** |
| Tester(s): | | | | | | | |
| 1 | Logon to e.Notify | 1. Enter URL address in browser: <Customer URL> | e.Notify Login screen appears | | | | |
| 2 | Login to e.Notify | 1. Enter User ID<br>2. Enter Password | e.Notify navigation window appears with Notification Template Hierarchy and All Events Overview panes | | | | |
| 3 | Validate Event | 1. Highlight Advanced Test event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Validate Event icon on left toolbar | A pop-up window will appear to confirm that the event has been validated and is ready to activated | | | | |
| 4 | Activate Event | 1. Highlight event under All Event Templates in Notification Template Hierarchy pane<br>2. Click on Activate Event icon on left toolbar | Confirm Event Activation window will appear | | | | |
| 5 | | 1. Click on Change an Activate button in Advanced Options section | Advanced Activation window will appear | | | | |
| 6 | Activate Event - Erase all text messages | 1. Click Full Text Message field and erase any canned text in field | Defaulted text in box will highlight allowing for editing | | | | |
| 7 | | 1. Click on Edit Limited pager message button<br>2. Erase any canned text<br>3. Click OK when finished | Limited Page Message window box will appear, allowing editing of message text with character counter at the bottom of the window. | | | | |
| 8 | | 1. Click on Edit Voice Message button<br>2. Erase any canned text<br>3. Click OK when finished | Prompt Selection window will appear, allowing editing of voice message text. | | | | |
| 9 | Activate Event and Exit | 1. Click on Activate button in Advanced Activation window | A pop-up window will appear noting there is a error that will not allow this event to be sent | | | | |
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| Tester(s): | | | | | | | |
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# Support and Ongoing Service

## Messaging Platform Support and Service

Spok provides an unprecedented level of support and service for its customers. The company's tenured staff are available 24/7/365. Spok offers a service guarantee (*Service Level Expectation*), which you will find attached for review. This document outlines items which are covered in Spok's standard maintenance contract. Spok will provide support for Spok application software, hardware and any third-party components provided by Spok.

Spok support is accessed via our support phone line. Trouble tickets and problem reporting can be relayed via 3 methods:

- Email
- Toll-Free Primary Support Center in your time zone,
- Customer portal :https://www.spok.com/customers/online_support/

Once the problem is reported. The ticket is submitted into a Technical Support automated queue designated for the respective application support product team.  A technical support specialist will email or call the client's point of contact in the ticket to address the issue at hand.

## Paging Support and Service

Spok provides local customer support to the Austin Coalition at its local Austin branch office.  After hours support is available by contacting Spok at numbers that will be provided.  The local office is open for walk-in transactions Monday, Wednesday and Friday, 9am – 12pm and 2pm – 5pm.  The office is open for appointments only Tuesday and Thursday 9am – 5pm, appointments at customer locations may also be scheduled on Tuesday and Thursday. Paging devices may also be delivered locally utilizing courier service.

## MAINTENANCE AND SUPPORT – SOFTWARE

Spok provides an unprecedented level of support and service for its customers. The company’s tenured staff are available 24/7/365. Spok offers a service guarantee (*Service Level Expectation*), which you will find attached to the end of this section for review.

## PURPOSE

The term “Product”, as used herein, means any of the hardware or software solutions you have licensed from Spok and/or any of its affiliates. We are confident that together, we can optimize your Product and Services investment by giving you a complete description of all deliverables you receive as a valued Spok customer.

As outlined in this document, the maintenance and support has been created to assist customers with all incidents, concerns or questions that may arise while using the Spok solution in a production environment.

We are confident you will find this information useful in defining support expectations from Spok. We look forward to continuing meeting your needs as your long-term partner in mission critical communications.

## MAXIMIZING YOUR INVESTMENT

### CUSTOMER SUPPORT USER COMMUNITY

Within Spoks’ on-line Customer Community, customers will find many helpful resources including:

- FAQs
- Documentation, User Guides and Quick Reference Guides
- Training materials and information
- Ability to manage your cases
- Information on SecureLink
- Case studies
- Product release notes
- Best Practice System Maintenance Information
- Training videos
- Knowledge articles
- Connect conference information
- Product Life Cycle information

### LINKEDIN – SPOK DIRECTIONS USER GROUP

#### Joining the Spok User Group (Spok Directions) on LinkedIn

The LinkedIn Spok User Group is a platform to have conversations and provide opportunities for peer networking. We welcome all forms of positive discourse and discussion on topics you face in your daily operations.

You may find the Spok group by searching in LinkedIn or clicking on a group logo seen on another member's profile. To search LinkedIn:

- Type ‘Spok Directions’ in the search bar near the top of LinkedIn’s home page and click the magnifying glass icon. This should give you results for a number of people.
- Click the ‘Groups’ link on the left side of the page to narrow the results to include just groups.
- Click the ‘Join group’ button next to the Spok Directions information If you are an active customer with Spok, you will be approved to join this LinkedIn group within a 24 hour period. You will be notified (via the email you provided) of your approval status. Once approved you are able to access the group, including discussions, new product information, and other useful tips.

#### Can anyone join the group on LinkedIn

No. This is a closed group. Only active Spok customers and staff will be allowed to access the group.

#### Not already a member of LinkedIn?

Go to www.linkedin.com. Follow the easy-to-navigate directions (outlined above) and join. Be sure to fill out your profile. It’s free to use and only requires basic internet access.

## SPOK DIRECTIONS USER GROUP

Spok hosts regular user group meetings. These calls/meetings are driven by our customers. For more information, please email usergroup@spok.com.

## MONTHLY NEWSLETTER

Spok sends a monthly newsletter to all e-mail addresses listed in our Marketing database. This newsletter is called Connections. If you or a colleague would like receive our newsletter, please send an email to newsletter@spok.com.

## WEBINARS

Spok conducts webinars about topics that are relevant to the Spok solution(s) you have purchased. Topics are wide ranging and receive high marks from attendees. Information about upcoming webinars is communicated via the monthly newsletter and via e-mail. This information is distributed to all e-mail addresses listed in Spoks' Marketing database. All webinars are free to maintenance paying customers. To be added to our webinar invitation list, please send an email to webinars@spok.com.

## SYSTEM UPGRADES

As technology changes, many companies de-support hardware and software. Some components of your Spok solution may include third party components. When these third party companies stop supporting a technology or Product it becomes more difficult for Spok to support the solution you are using. To ensure system stability and solid support of your solution, Spok will end of life older versions of software. When this happens, Spok will no longer provide updates or support for the affected release(s) of Product. Additionally, customers will not be allowed to open Enhancement Requests for changes on older versions of software. To receive the best support from Spok, it is recommended that your system be reviewed and if necessary, upgraded every 2-3 years.

Additional information regarding Spoks' product lifecycle methodology can be obtained by contacting a Spok representative. Spoks' Product Lifecycle information is available via our customer User Community.

## TRAINING

Spok has a professional training team available for both on-site and remote training on any Spok solution. To request training, submit a request to training@spok.com.

## SCOPE OF SUPPORT SERVICES

This section of the document will outline (at a high level) what is covered by Spoks' standard maintenance contract and what is not covered.

Spok will provide support for Spok application software, hardware and any third-party components purchased directly from Spok which are identified on the Software / Hardware Order Form as being eligible for support, and for which the customer is paying Spok maintenance to support.

### SERVICES INCLUDED

The following support services will be provided under our Maintenance and Support:

- Access to support via phone, email and Customer Community
- Access to Customer Community for knowledge articles, training videos and case management
- A defined and documented escalation process for support cases
- Return Materials Authorization (RMA) of any hardware Product covered by your maintenance contract
- Ability to request service for problems, questions, assistance and guidance
- Installation of patches for Oracle and the Linux operating system performed during normal business hours (upon request)

The following support services will incur an additional charge for Spok's support:

- Customer's relocation, movement, improper operation, neglect, or misuse of the Spok Product.
- Any customer-added software causing conflict to the Spok Product.
- Customer's failure to maintain proper site or environmental conditions including, but not limited to, all network, electrical and telecommunications connections as specified by Spok.
- Any problems caused by the customer's agents or employees.
- Failure to provide remote access as agreed upon by the customer and Spok.
- Software problems resulting from hardware malfunction or improper hardware configuration not performed by Spok.
- Support services for any modifications or additions to the Spok Product done without the written pre-approval of Spok.

### SERVICES EXCLUDED

The following support services will not be provided under the Maintenance and Support included.

- Support services for any product not included in your Spok license agreement.
- Issues or changes needed as a result of changes to the customer's environment (including any PC installation packages created by the customer, environment changes, and upgrades to ancillary systems).
- Application of Microsoft Windows patches.
- Application of firewall and security patches.
- Vendor or system audits or system security adjustments.
- Software or system configuration adjustments needed as a result of third-party system upgrades.

# CONTACT INFORMATION FOR SUPPORT

## OVERVIEW

Critical cases should be phoned into Spok so we can quickly begin working on the issue. For non-critical support cases, customers can open a case via phone, email or our Customer Web Portal which requires a login and password to gain access. Once the customer has logged into to the Web Portal, they will be provided with options, such as “Submit New” or “Case List.”

## AUTHORIZED CONTACTS

It is important to keep Spok up-to-date with accurate contact information for personnel authorized to contact Spok related to support matters for your organization. Due to the sensitive data stored within the Spok database, Spok will only accept support requests from authorized contacts. Typically customers designate certain individuals or roles (such as the call center supervisor/manager or IT) to be the authorized individuals. Spok will add these individuals to your customer’s profile in our help desk application. As security is of the highest priority, Spok will only provide sensitive system information (e.g., such as system passwords) to individuals identified as “Authorized Contacts”. To have your contacts updated in our help desk system, please send an email to accountupdates@spok.com or contact your local support team.

Spok will not accept software support requests from end-users (including operators, organization end-users, nurses, physicians, etc.) unless given permission to do so.

The contact associated with a reported case will receive updates pertaining to that particular case. If alternate contact information should be associated with a reported case (e.g. phone number or e-mail address), this information should be given to the Spok analyst at the time the case is created. While the alternate information will be maintained in the record, status updates will only be sent to the primary contact. If the contact information changes during the duration of the case, it is the customer’s responsibility to inform the Spok analyst handling the case of such a change. It is the responsibility of the designated contact to share necessary information or updates to others within their organization. If it is important for a group of individuals to always receive information about Spok cases, we recommend setting up a shared e-mail address within the customer organization that Spok will use to provide case updates.

## THREE WAYS TO SUBMIT A SUPPORT CASE

When a customer has a question or needs to report a problem to Spok, there are three ways they can contact Spok to submit the case. Authorized contacts can:

1. Open a case via email – technical.supportt@spok.com
2. Open a case via the Customer User Community (www.spok.com)
3. Open a case via phone – see below

## SUBMITTING A SUPPORT REQUEST VIA THE PHONE:

To submit a support request via the phone, customers should call Spoks’ Technical Support Center at (800) 420-9705.

- If you are calling to open a new service request, a support representative will open an case and gather the information related to your service request
- Calls will be routed to the appropriate Support Center and will be processed by priority
- If calling back on an existing case, the caller should provide this case number to the support representative who will transfer you to the analyst who is assigned to your case

- If you do not have your case number available the support representative can look it up for you

Customers need to train employees who have permission to call Spok on how to properly provide the necessary information to Spok when calling in a case. If a customer has staff members at multiple sites connecting to the system database, the caller must identify which site they are calling from to the Spok analyst. Failure to do so will not only delay problem resolution, but may impact the services running at another site.

## TRACKING SUPPORT CASES

For cases that are not resolved during the initial support analyst call, Spoks’ Customer User Community provides the easiest way for customers to see the status of their pending support case. If the customer needs to provide information to the analyst that is working on the case, they can add an activity through the Customer User Community, call the analyst on the phone or send an e-mail to the analyst through the e-mail address provided in the support case. Customers can also view a full history of all of their cases through the Spoks’ Customer User Community. Authorized individuals can obtain access to the Spok Customer User Community, please contact Spok support.

## RESOLVING & CLOSING SUPPORT CASES

Once an issue has been resolved, the assigned Spok analyst will reach out and inform the customer contact identified within the case that the case has been resolved. Spok uses the following guidelines when determining if a support case is ready to be closed.

1. The customer agrees that it has been closed, case has been resolved.

2. Work requests that fall outside the boundaries of the customer’s maintenance agreement (see Spok Service Catalog).

3. Problem is determined to be caused by an alternate system; outside the Spok solution (e.g. the problem is not Spok related; a different solution which interfaces into Spok is experiencing an issue and/or it is determined to be an environmental issue).
4. A customer has become unresponsive to the Spok analyst’s request for resolution confirmation or request for additional information. The analyst will make attempts to receive confirmation mutual agreement that the support case be closed. If we are not able to achieve this, the case will be closed. Please note, that if there is any reason to re-open a support case, Spok can do so upon request.
    a. The customer must be contacted at least 2 times in total with a frequency in line with the severity of the case.
    b. The case owner will make at least one of the two contact attempts by phone in order to ensure that the customer has received the response and request.
    c. If Spok does not get an answer within five business days after the second request for information, then the case will be closed.

For customers requiring a root-cause analysis, one may be requested for Priority 1 issues. Priority 1 cases include complete system outage, database outage or an enterprise application outage. Root-cause analysis may take up to five business day to complete after the system outage.

## ESCALATING A SUPPORT CASE

The Spok support center follows a case management escalation structure and has team leads in place to monitor the case resolution and to utilize specialists where needed. If the customer feels that their case is not being handled in accordance with the Spok Case Management Resolution Matrix, it is within their rights to contact Spok management as outlined below. Note that Spok has a management team available 7x24x365.

For local case escalations, please find contact details as follow:

Please call 1(800) 420 9705 and request to speak to management.

## CASE MANAGEMENT PRIORITY CODES

The following are the support cases priority codes currently used by Spok:

- Priority 1: Critical Business Impact
- Priority 2: Severe Business Impact
- Priority 3: Minor Business Impact
- Priority 4: No / Minimal Business Impact

## CASE MANAGEMENT RESOLUTION MATRIX

| ISSUE PRIORITY | SPOK RESPONSE | SOLUTION UPDATE | WHAT HAPPENS |
|---|---|---|---|
| Priority 1: Critical Business Impact | | | |
| A customer encounters a system problem that has caused the customer’s work to stop or to be so severely impacted that the customer (either the entire call center or all enterprise users) cannot continue to work. | The customer will immediately be connected with an analyst during the day. After hours, Spok will respond as quickly as possible (on average this is within 10 minutes). | The customer can elect to stay on the phone with the analyst or the customer can elect to receive hourly updates until there is a resolution. | Spok Technical Support will work around the clock until an agreed upon resolution is achieved. If the resolution is temporary, the issue will be worked until a permanent resolution is identified. |
| Priority 2: Severe Business Impact | | | |
| A customer can continue to work but has a problem that has caused the customer’s (either the entire call center or all enterprise users) work to be | The customer will receive a response within 30 minutes of Spok receiving their request. | The customer will receive an update every two hours until there is a satisfactory resolution or workaround. | If a resolution is not achieved within 1 business day, the issue will be escalated to the Technical Support Management Team. |
| Priority 3: Minor Business Impact | | | |
| The customer’s work is continuing (not stopped); however, the problem is causing an impact on the Customer’s productivity and/or service levels. | The customer will receive a response within 1 business day of Spok receiving their request. | The customer will receive an update each week or as necessary until there is a satisfactory resolution. | Spok Technical Support will work normal business hours until a satisfactory resolution is achieved. |
| Priority 4: No / Minimal Business Impact | | | |
| The customer is in full working mode. The problem is not affecting or is minimally impeding the customer’s work. | The customer will receive a response within 1 business day of Spok receiving their request. | The customer will receive an update each week or as necessary until there is a satisfactory resolution. | Priority 4 issues are resolved as time allows. |

Lines 2.43, 2.44, 2.50, 2.52, 2.53 & 6.00 Appendix A.R

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# PAGING MESSAGE NETWORK SECURITY OVERVIEW

# PAGING MESSAGE NETWORK SECURITY OVERVIEW

## OVERVIEW

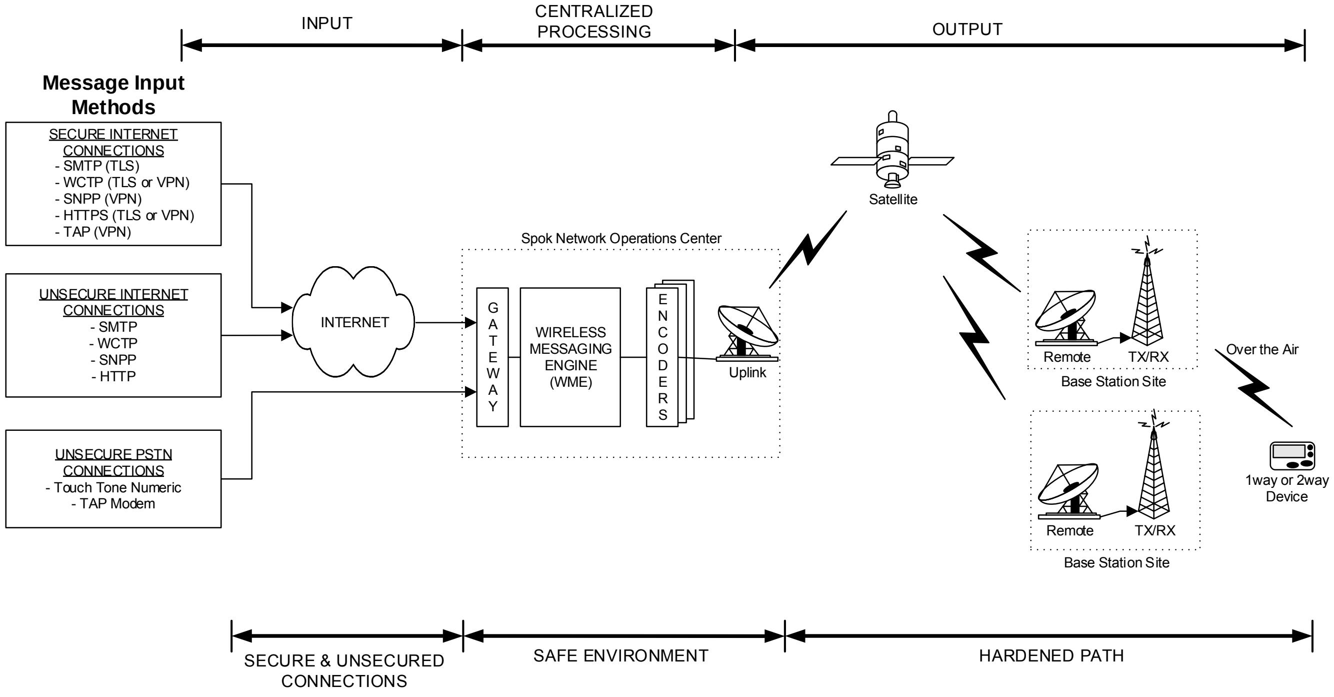
This document provides a high level overview of the pager message security environment of the Spok, Inc. paging network.

## PAGER MESSAGE SECURITY

When evaluating the overall security of paging, the type of pager being used must be considered.

A large percentage of devices in service are numeric display pagers. Numeric pagers are incapable of displaying sensitive information such as Personal Identifiable Information (PII), electronic Personal Health Information (ePHI) or Personal Credit Information (PCI). As a result, message security is not a significant concern.

Alphanumeric pagers are capable of displaying sensitive information. In order to evaluate their relative message security, the pathway a message travels must be reviewed. An alphanumeric message travels through three stages. These are input, centralized processing and output. This is depicted in the diagram below.



## Input

The input of messages for an alphanumeric pager can be in one of many input methods each of which have the ability to provide protection of message content. Below is a summary of the various input methods available with the Spok network.

| INPUT PROTOCOL | METHOD DESCRIPTION |
|---|---|
| ***Public Switched Telephone Network (PSTN) Input*** | |
| Phone | This method supports the manual touch tone phone input of numeric data, therefore cannot process sensitive information. |
| TAP | This method supports computer controlled alphanumeric data input. Message input is not encrypted so cannot be considered secure. |
| ***Internet Input*** | |
| SMTP (Email) | This is the most unsecured and latency producing protocol available, therefore it is not recommended for use in support of critical or sensitive information related messaging. However, should SMTP be used in support of message input, the security measure TLS should be utilized to provide for secure communications between the sender and the Spok network. Spok currently supports TLSv1.1-1.2 |
| WCTP(S) | Supported via open and secure internet connections, WCTP is also supported over an encrypted VPN tunnel connection or TLSv1.1-1.2 encryption. |
| SNPP | Supported via open internet connections, SNPP is also supported over an encrypted VPN tunnel connection. |
| HTTP(S) | Supported via open and secure internet connections, HTTP is also supported over an encrypted VPN tunnel connection or TLSv1.1-1.2 encryption. |
| TAP | Supported via open internet connections, TAP is also supported over an encrypted VPN tunnel connection. |

## Centralized Processing

Once the central processing systems of the paging network receive messages, they are processed for delivery to the output portion of the network without human intervention. Additionally, once a message is processed for output and billing statistics, the message content is deleted with no long-term retention options available. Normally the centralized messages processing time is measured in seconds and no longer than a few minutes. This limits human access to any sensitive information that may be sent to an alphanumeric pager.

If the message is intended for an encrypted 1way or 2way pager, the central processing system will encrypt the message data using the AES-128 encryption algorithm. The encryption key used is unique for each pager.

To further protect exposure of sensitive information to Spok technology employees during the course of operating and maintaining the central processing systems, a security framework of IT security policies and procedures are in place that are in compliance with associated PII, ePHI and PCI requirements. The security policies and procedures conform to the broad range of HIPAA/HI-TECH and PCI Data Security Standards precautions and have been review by an external law firm to verify compliance. These security policies are reviewed at least annually and all technology employees are required to review and acknowledge their compliance.

## Output

The output of paging data is processed through a closed satellite communications network providing connectivity between the central processing systems and the RF transmitters geographical dispersed throughout the country. The ability to decode the satellite down link is limited to specific equipment configured and authorized within the satellite uplink HUB equipment therefore, precluding the unauthorized monitoring of the communications link.

The transmission of paging data from the RF transmitters to the individual pagers is broadcast in a binary format utilizing a proprietary protocol that requires specific paging technology, which is not generally available, to receive and decode.

### *Normal Message Pager*

If a normal 1way pager or 2way pager is used, it will receive the message and store it in message memory.

### *Encrypted Message Pager*

If an encrypted 1way pager or 2way pager is used, the pager will receive the encrypted message and store it directly in message memory in encrypted form. When the user reads the message, it is decrypted and displayed. With 2way pagers, messages sent by the device are also encrypted by the pager.

Encrypted pagers also support locking of the screen. Users must enter the correct button or keyboard sequence to unlock the pager before a message can be read.

Additionally, a wipe command can be sent to the pager to delete all messages and encryption keys in the pager.

Lines 6.05 & 6.07 Appendix A.R

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# BUSINESS CONTINUITY OVERVIEW - 2016

# Table of Contents

## OVERVIEW

The following provides an overview of the Business Continuity Plans for Spok, Inc. including all affiliated companies. Plans are available for the messaging networks and systems/applications operated throughout the company. Please note that this document discusses "Business Continuity" not redundancy. Redundancy provides for the near real time fail over of equipment and is primarily initiated automatically without requiring human intervention. Business Continuity and Disaster Recovery are processes to restore services following a catastrophic failure normally in a remote location geographically separated from the location of the primary failure. This is to include Healthcare Communication Systems (HCS). The restoration of services associated with business continuity is anticipated to require between six and eight hours for the messaging network and up to fourteen days for other systems/applications although, many systems may be restored in a shorter period of time. Therefore, the Business Continuity Plan will only be implemented during extreme failure conditions with the approval of the executive management team, including the Chief Executive Officer (CEO). The Chief Information Officer (CIO) will have primary responsibility for implementation and management of business continuity activities.

Each system and application associated with the business continuity plan has been categorized into one of the following:

- **Revenue Generating** - These systems are directly related to the generation of revenue, and for the most part, will have redundancy, as well as pre-established disaster recovery capabilities. The objective is to restore full operation of these systems/applications within the 6 – 8 hour timeframe.

- **Revenue Support** - These systems are used to support the servicing and collection of revenue with applications, configurations and data backed up off site. However, they will not have pre-established disaster recovery capabilities, and do not use redundant systems. The objective is to restore full operation of these systems/applications within the 5 – 7 day timeframe.

- **Back Office** - These systems support our General and Administrative functions and do not have pre-established disaster recovery capabilities, nor do they use redundant systems. Applications, configurations and data is backed up and stored off site. The objective is to restore full operation of these systems/applications within 7 – 14 days.

## REVENUE GENERATING

The focus of this portion of the business continuity plan overview is to provide support of revenue generating services to our subscribers.

### *Satellite Services*

The uplink system at Stockton has the capability to service all 1-way traffic currently supported from the Plano uplink using a single antenna that is pointed to the proper satellite (SES3). All satellite equipment located in Stockton is consistent with the production equipment located in Plano, TX. Approximately 50% of the 2-way network, as well as a large number of co-located 1way sites, are controlled through VSAT operations with its primary uplink located in Salt Lake City, UT operating on AMC15 with disaster recovery capabilities in Stockton, CA. The remaining portion of the 2-way network, along with a large number of co-located 1-way sites, are controlled through VSAT operations with its primary uplink located in Plano, TX operating on SES2 with disaster recovery capabilities in Stockton, CA. The Stockton, CA disaster recovery uplink for VSAT operations can only support a backup to one of the two primary VSAT uplinks at a time. Configuration changes to support either of the VSAT primary uplinks are accomplished through a simple cable move from one RF chain to the other.

### *Encoding*

The primary encoding systems for both the 1-way and 2-way messaging networks are located at the Plano, TX datacenter with disaster recovery capabilities in Stockton, CA.

### *Telecator Network Paging Protocol (TNPP) Hubs*

The primary TNPP Hubs for the entire messaging network are located at the Plano, TX facility with disaster recovery capabilities in Stockton, CA.

### *Wireless Messaging Engine (WME)*

The primary WME systems for the entire messaging network are located at the Plano, TX location with disaster recovery capabilities in Stockton, CA.

### *Paging Terminals*

There are multiple paging terminals geographically dispersed throughout the US. Each paging terminal supports local phone number access to the messaging network through interconnection with the Public Switched Telephone Network (PSTN). There are staged disaster recovery paging terminals in both Plano, TX and Stockton, CA capable of supporting the database from one or more of the geographically dispersed paging terminals. These staged disaster recovery paging terminals are interconnected to the PSTN and configured to support toll-free over dial access to the messaging network.

### *Transmitters*

Due to the simulcast architecture of the transmitter portion of the messaging networks, disaster recovery systems are not implemented at the transmitter level. However, within the published coverage area pagers are receiving RF energy from multiple transmitters at any given time. Therefore, should a transmitter be non-functional, services are still provided from other transmitters in the simulcast area. Additionally, Spok maintains a supply of portable backup generators and Coverage on Wheels (COW) that can be moved into specific areas following a disaster resulting in loss of power or damage to transmitter sites. These items are pre-staged within close proximity to anticipated damage areas associated with historic natural disasters such as hurricanes.

### *Communications Networks*

For critical connectivity requirements, diverse access facilities and alternate telecommunications service providers are implemented. The Plano, TX and Stockton, CA locations are supported by multiple diverse access facilities and have circuits provided by multiple telecommunications service providers.

### *e.Notify*

e.Notify is a mass notification and incident communication application hosted on web and database servers in the Eden Prairie, MN Colocation facility.  The database servers run data guard replication with servers in the Plano, TX office.

### *Spok Mobile with pager #*

Spok Mobile with Pager # is a critical messaging application supporting client applications on Android, iOS and Blackberry phones utilizing a pager phone number for message initiation. The messaging system is housed at the Plano, TX facility with disaster recovery capabilities in Eden Prairie, MN.

### *Spok Mobile Hosted*

Spok Mobile Hosted is a critical messaging application supporting client applications on Android, iOS and Blackberry phones. This messaging system is housed at the Amazon Cloud with disaster recovery capabilities in Amazon's redundant data centers.

## REVENUE SUPPORT

The focus for disaster recovery of Revenue Support systems/applications is to utilize routine off-site backups to capture applications, configurations and data such that a new system can be rebuilt. Commonly available systems are used for these areas of the business, and it is anticipated that should a disaster occur, Spok would be able to purchase replacement hardware, establish communications paths and restore applications/data within the established timeframe for recovery.

## BACK OFFICE

The focus for disaster recovery of Back Office systems/applications is to utilize routine off-site backups to capture applications, configurations and data such that a new system can be rebuilt. Commonly available systems are used for these areas of the business and it is anticipated that should a disaster occur, Spok would be able to purchase replacement hardware, establish communications paths and restore applications/data within the established timeframe for recovery.

# Spok Mobile Systems Availability Report Aug 2016

Mike Czop – VP Technology Operations

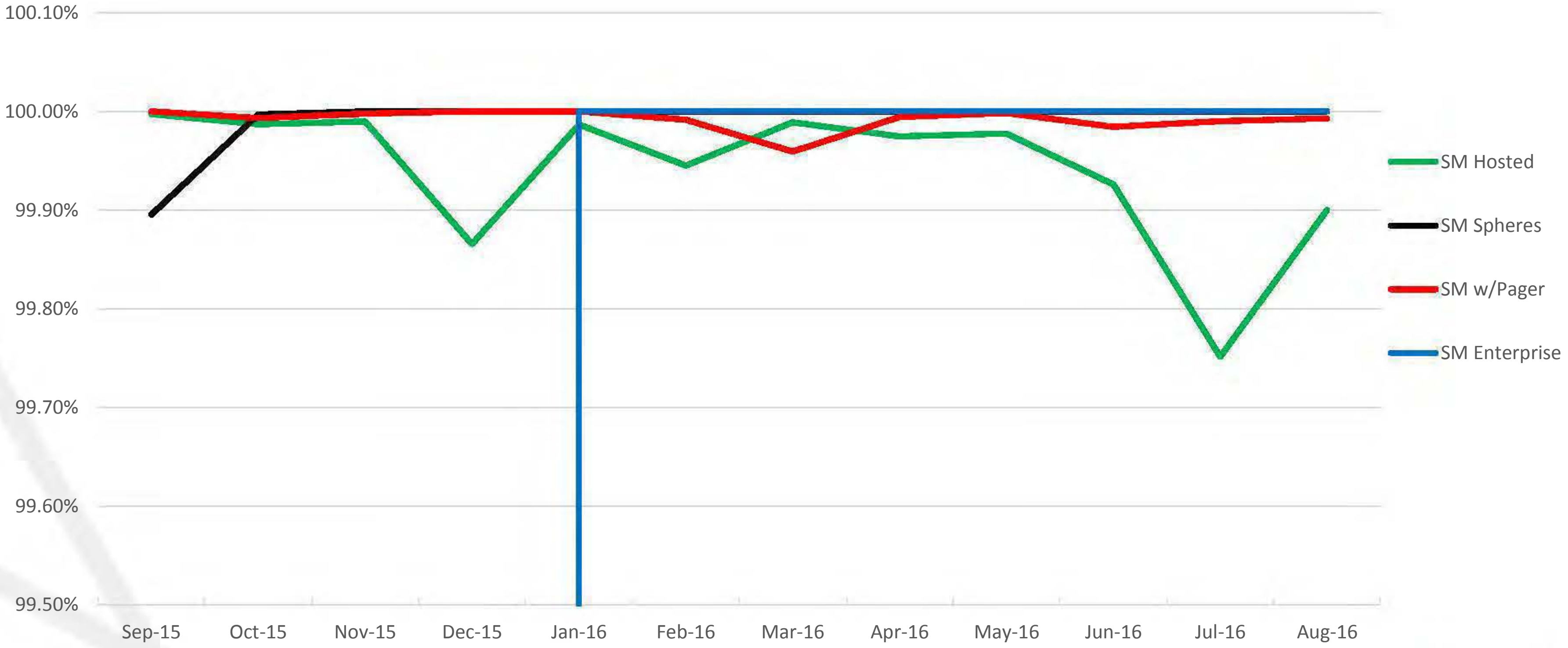
# SPOK MOBILE ELEMENTS

| System | Component | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| SM Hosted | Application Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Database Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Load Balancer | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Total: | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** |
| | | | | | | | | | | | | | |
| SM Spheres | Application Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Database Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Load Balancer | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Total: | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** |
| | | | | | | | | | | | | | |
| SM w/ Pager | Application Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Database Server | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Load Balancer | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Total: | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** | **5** |
| | | | | | | | | | | | | | |
| SM Enterprise | Application Server | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Database Server | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | Load Balancer | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | InteliDesk | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | InteliWeb | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| | Total: | **0** | **0** | **0** | **0** | **7** | **7** | **7** | **7** | **7** | **7** | **7** | **7** |

# SPOK MOBILE SYSTEMS AVAILABILTY

| | MONTH | **Sep-15** | **Oct-15** | **Nov-15** | **Dec-15** | **Jan-16** | **Feb-16** | **Mar-16** | **Apr-16** | **May-16** | **Jun-16** | **Jul-16** | **Aug-16** |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DIM | **30** | **31** | **30** | **31** | **31** | **29** | **31** | **30** | **31** | **30** | **31** | **31** |
| SM Hosted | EIS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| | Avail Time (Mins) | 216000 | 223200 | 216000 | 223200 | 223200 | 208800 | 223200 | 216000 | 223200 | 216000 | 223200 | 223200 |
| | Down Time (Mins) | 6 | 29 | 22 | 300 | 30 | 115 | 25 | 55 | 50 | 160 | 555 | 233 |
| | % Available | 100.00% | 99.99% | 99.99% | 99.87% | 99.99% | 99.94% | 99.99% | 99.97% | 99.98% | 99.93% | 99.75% | 99.90% |
| | | | | | | | | | | | | | |
| SM Spheres | EIS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| | Avail Time (Mins) | 216000 | 223200 | 216000 | 223200 | 223200 | 208800 | 223200 | 216000 | 223200 | 216000 | 223200 | 223200 |
| | Down Time (Mins) | 226 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | % Available | 99.90% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | | | | | | | | | | | | |
| SM w/ Pager | EIS | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| | Avail Time (Mins) | 216000 | 223200 | 216000 | 223200 | 223200 | 208800 | 223200 | 216000 | 223200 | 216000 | 223200 | 223200 |
| | Down Time (Mins) | 0.00 | 15.00 | 5.00 | 0.00 | 0.00 | 18.00 | 91.00 | 12.00 | 4.00 | 34.00 | 22.00 | 16.00 |
| | % Available | 100.00% | 99.99% | 100.00% | 100.00% | 100.00% | 99.99% | 99.96% | 99.99% | 100.00% | 99.98% | 99.99% | 99.99% |
| | | | | | | | | | | | | | |
| SM Enterprise | EIS | 0 | 0 | 0 | 0 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| | Avail Time (Mins) | 0 | 0 | 0 | 0 | 312480 | 292320 | 312480 | 302400 | 312480 | 302400 | 312480 | 312480 |
| | Down Time (Mins) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | % Available | 0.00% | 0.00% | 0.00% | 0.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |

# PERCENT AVAILABILITY



# Network Availability Report
Aug 2016

Mike Czop – VP Technology Operations

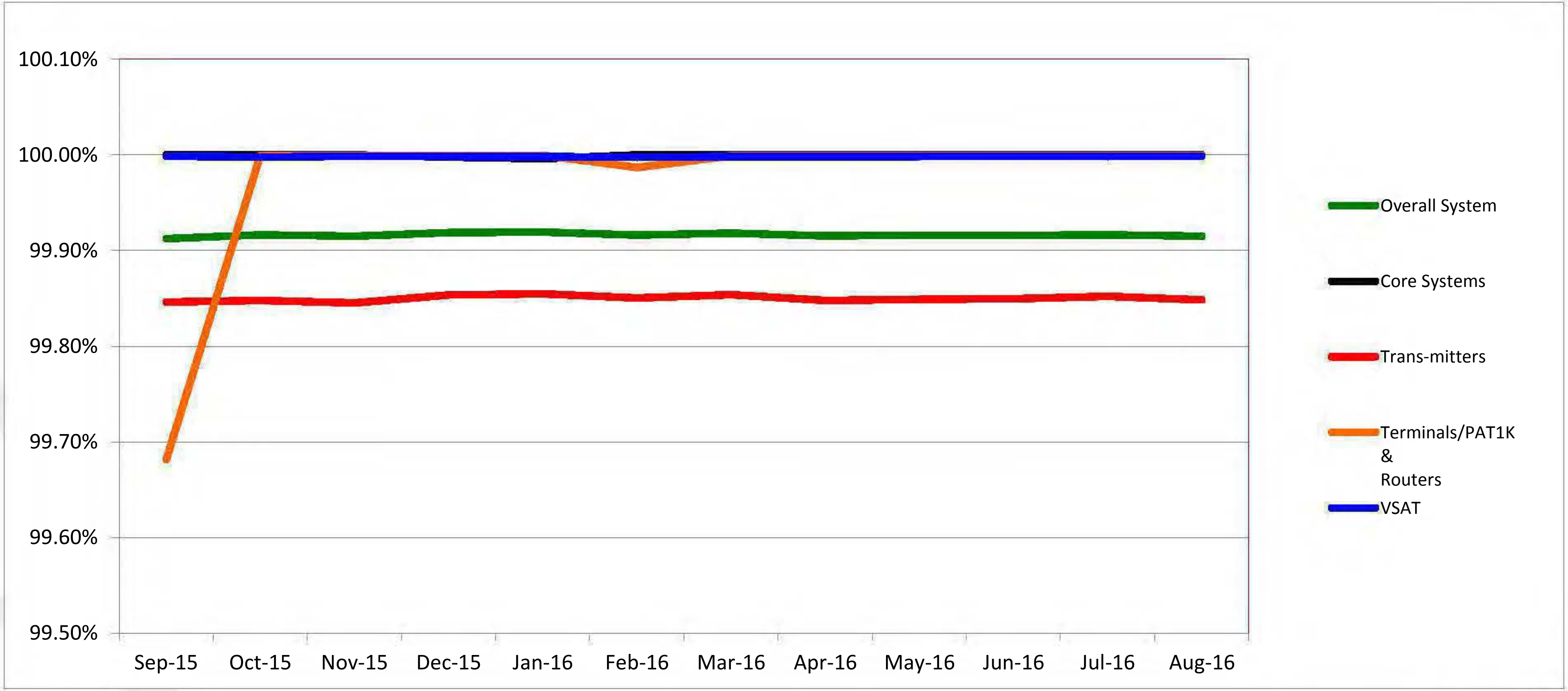
# NETWORK ELEMENTS

| Category | Component | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Core Systems** | Satellite | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| | Uplink RF | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| | Encoder | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| | RFD/RFC | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| | ISP | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 |
| | WME | 13 | 13 | 13 | 13 | 13 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| | **Total:** | **31** | **31** | **32** | **32** | **32** | **25** | **25** | **25** | **25** | **25** | **26** | **26** |
| **Transmitters** | Transmitters | 4277 | 4264 | 4255 | 4243 | 4235 | 4222 | 4211 | 4203 | 4190 | 4184 | 4175 | 4165 |
| | **Total:** | **4277** | **4264** | **4255** | **4243** | **4235** | **4222** | **4211** | **4203** | **4190** | **4184** | **4175** | **4165** |
| **Terminals** | GL-3000 | 16 | 15 | 13 | 13 | 13 | 11 | 11 | 11 | 10 | 9 | 9 | 8 |
| | Routers | 27 | 27 | 27 | 27 | 27 | 27 | 27 | 26 | 26 | 25 | 25 | 25 |
| | PAT1000 | 26 | 26 | 28 | 28 | 28 | 30 | 30 | 29 | 30 | 31 | 31 | 32 |
| | **Total:** | **69** | **68** | **68** | **68** | **68** | **68** | **68** | **66** | **66** | **65** | **65** | **65** |
| **VSAT** | VSAT | 2962 | 2963 | 2961 | 2948 | 2945 | 2940 | 2932 | 2929 | 2927 | 2917 | 2916 | 2914 |
| | **Total:** | **2962** | **2963** | **2961** | **2948** | **2945** | **2940** | **2932** | **2929** | **2927** | **2917** | **2916** | **2914** |
| **Trunk Groups** | Trunk Groups | 560 | 537 | 509 | 471 | 461 | 442 | 401 | 400 | 397 | 351 | 340 | 334 |
| | **Total:** | **560** | **537** | **509** | **471** | **461** | **442** | **401** | **400** | **397** | **351** | **340** | **334** |

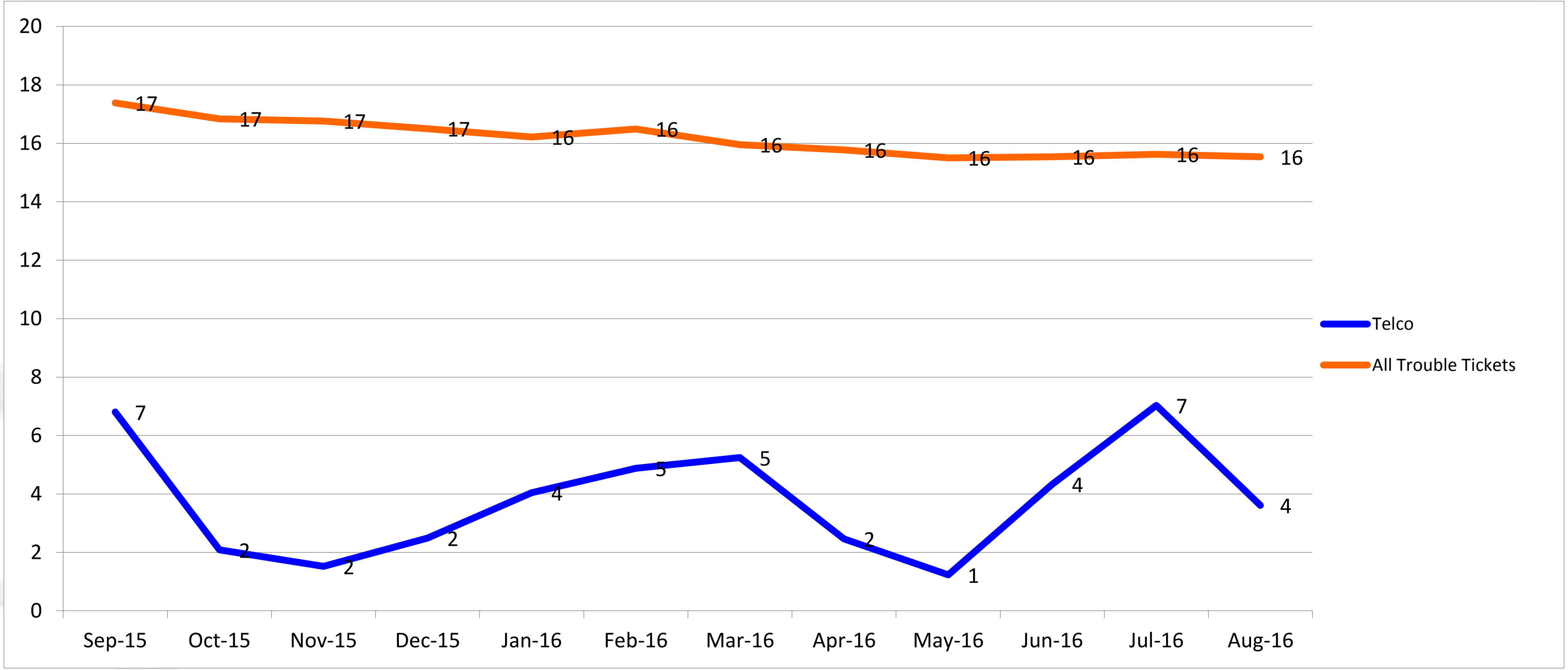
# NETWORK AVAILABILTY

| | MONTH | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | DIM | 30 | 31 | 30 | 31 | 31 | 29 | 31 | 30 | 31 | 30 | 31 | 31 |
| Core Systems | EIS | 31 | 31 | 32 | 32 | 32 | 25 | 25 | 25 | 25 | 25 | 26 | 26 |
| | Avail Time (Hrs) | 22320 | 23064 | 23040 | 23808 | 23808 | 17400 | 18600 | 18000 | 18600 | 18000 | 19344 | 19344 |
| | Down Time (Hrs) | 0.0 | 0.0 | 0.0 | 0.6 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| | % Available | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Trans- mitters | EIS | 4277 | 4264 | 4255 | 4243 | 4235 | 4222 | 4211 | 4203 | 4190 | 4184 | 4175 | 4165 |
| | Avail Time (Hrs) | 3079440 | 3172416 | 3063600 | 3156792 | 3150840 | 2938512 | 3132984 | 3026160 | 3117360 | 3012480 | 3106200 | 3098760 |
| | Down Time (Hrs) | 4742.4 | 4832.2 | 4745.2 | 4625.8 | 4578.4 | 4401.1 | 4586.9 | 4608.8 | 4715.1 | 4535.3 | 4601.1 | 4702.9 |
| | % Available | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% | 99.85% |
| Terminals /PAT1K & Routers | EIS | 69 | 68 | 68 | 68 | 68 | 68 | 68 | 66 | 66 | 65 | 65 | 65 |
| | Avail Time (Hrs) | 49680 | 50592 | 48960 | 50592 | 50592 | 47328 | 50592 | 47520 | 49104 | 46800 | 48360 | 48360 |
| | Down Time (Hrs) | 158.3 | 0.2 | 0.2 | 0.4 | 0.3 | 6.3 | 0.4 | 0.2 | 0.3 | 0.1 | 0.2 | 0.3 |
| | % Available | 99.68% | 100.00% | 100.00% | 100.00% | 100.00% | 99.99% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| VSAT | EIS | 2962 | 2963 | 2961 | 2948 | 2945 | 2940 | 2932 | 2929 | 2927 | 2917 | 2916 | 2914 |
| | Avail Time (Hrs) | 2132640 | 2204472 | 2131920 | 2193312 | 2191080 | 2046240 | 2181408 | 2108880 | 2177688 | 2100240 | 2169504 | 2168016 |
| | Down Time (Hrs) | 33.4 | 51.2 | 34.1 | 42.3 | 36.9 | 53.8 | 38.5 | 40.7 | 36.1 | 24.6 | 41.3 | 25.7 |
| | % Available | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| Trunk Groups | EIS | 560 | 537 | 509 | 471 | 461 | 442 | 401 | 400 | 397 | 351 | 340 | 334 |
| | Avail Time (Hrs) | 403200 | 399528 | 366480 | 350424 | 342984 | 307632 | 298344 | 288000 | 295368 | 252720 | 252960 | 248496 |
| | Down Time (Hrs) | 54.4 | 10.4 | 9.2 | 22.4 | 36.4 | 34.2 | 31.5 | 12.3 | 4.9 | 17.3 | 42.2 | 14.5 |
| | % Available | 99.99% | 100.00% | 100.00% | 99.99% | 99.99% | 99.99% | 99.99% | 100.00% | 100.00% | 99.99% | 99.98% | 99.99% |
| Overall System | EIS | 7899 | 7863 | 7825 | 7762 | 7741 | 7697 | 7637 | 7623 | 7605 | 7542 | 7522 | 7504 |
| | Avail Time (Hrs) | 5687280 | 5850072 | 5634000 | 5774928 | 5759304 | 5357112 | 5681928 | 5488560 | 5658120 | 5430240 | 5596368 | 5582976 |
| | Down Time (Hrs) | 4988.5 | 4894.0 | 4788.7 | 4691.5 | 4652.8 | 4495.4 | 4657.2 | 4662.0 | 4756.5 | 4577.3 | 4684.8 | 4743.4 |
| | % Available | 99.91% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% | 99.92% |
| Telco | Tickets | 8 | 5 | 6 | 9 | 9 | 7 | 6 | 5 | 4 | 4 | 6 | 4 |
| | Down Time (Hrs) | 54.4 | 10.4 | 9.2 | 22.4 | 36.4 | 34.2 | 31.5 | 12.3 | 4.9 | 17.3 | 42.2 | 14.5 |
| | Avg. Resolve | 7 | 2 | 2 | 2 | 4 | 5 | 5 | 2 | 1 | 4 | 7 | 4 |
| All Trouble Tickets | Tickets | 2358 | 2313 | 2359 | 2363 | 2297 | 2156 | 2375 | 2466 | 2760 | 2593 | 2503 | 2685 |
| | Ticket Time (Hrs) | 40983.2 | 38954.2 | 39552.3 | 38996.1 | 37254.9 | 35562.2 | 37895.3 | 38895.3 | 42798.1 | 40289.8 | 39115.4 | 41715.4 |
| | Avg. Resolve | 17 | 17 | 17 | 17 | 16 | 16 | 16 | 16 | 16 | 16 | 16 | 16 |

# PERCENT AVAILABILTY



# TICKET AVERAGE RESOLVE TIME (HRS)



# % OF WIRELESS CASES CLOSED BY GROUP

| | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| TOC | 68.4% | 67.9% | 67.2% | 68.8% | 67.9% | 68.5% | 68.3% | 68.9% | 69.2% | 69.4% | 69.5% | 69.3% |
| Field Services | 21.0% | 21.6% | 21.7% | 19.7% | 19.3% | 19.2% | 19.6% | 19.1% | 20.4% | 19.1% | 19.2% | 20.3% |
| Other (Numbers Mgmt. CC Operations, Network Groom, etc.) | 10.6% | 10.5% | 11.1% | 11.5% | 12.8% | 12.3% | 12.1% | 12.0% | 10.4% | 11.5% | 11.3% | 10.4% |
| | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

# Middleware Product Interoperability

# Input Integrations

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| Ademco | Contact Closures | Nurse Call System | Messenger |
| AeroScout | MobileView | Location Tracking System | Messenger |
| AllScripts | EMR | Electronic Medical Records and Lab Systems | Messenger |
| Ampac | EV100, EV3000 | Fire Alarm System | Fusion / Messenger |
| Amtelco | Infinity | Operator Console | Fusion / Messenger |
| Aramark | ISIS Pro | Facilities Management System | Messenger |
| Aristocrat | Dacom 5000E | Gaming System | Messenger |
| Aristocrat | Dacom 5000W | Gaming System | Messenger |
| Aristocrat | Dacom 6000 | Gaming System | Messenger |
| Aristocrat | Dacom 7000 | Gaming System | Messenger |
| Ascom | Pro Care 6000 | Nurse Call System | Fusion / Messenger |
| Ascom | Telligence | Nurse Call System | Fusion / Messenger |
| Ascom | Staff Call Pro | Nurse Call System | Fusion / Messenger |
| Austco | Medicom | Nurse Call System | Fusion / Messenger |
| Austco | Lightcom | Nurse Call System | Fusion / Messenger |
| Austco | Cell Guard | Nurse Call System | Fusion / Messenger |
| Austco | Call Guard | Nurse Call System | Fusion / Messenger |
| Austco | Tacera | Nurse Call System | Fusion / Messenger |
| AutomatedLogic | EIKON | Facilities Management System | Fusion / Messenger |
| BBraun | DoseTrac | Infusion Pump System | Messenger |
| BePOZ | POS Software | Point Of Sale System | Fusion / Messenger |
| BMC (Remedy) | Magic | Help Desk System | Fusion / Messenger |
| Bounty | Sentinel | Gaming System | Fusion / Messenger |
| Capsule Technology | Data Captor | Medical Device Integration System | Messenger |
| Cardax | Command Center | Security System | Fusion / Messenger |
| Cardiopulmonary Corp | Bernouli Enterprise | Medical Device Connectivity System | Fusion / Messenger |
| Care Technology | Smart Care | Nurse Call System | Fusion / Messenger |
| Cerner | CareAware | EMR, Pharmacy and Lab | Messenger |
| Cerner | iBus | Patient Device Alarming | Messenger |
| Citec | Citec Facilities | Facilities Management System | Fusion / Messenger |
| Condoplex | Condoplex | Security System | Fusion / Messenger |
| Comm. Systems | DigiAlert | Nurse Call System | Fusion / Messenger |
| Covidien | Nellcor OxiNet III | Pulse Oximiter System | Fusion / Messenger |

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| Dräger | Infinity Gateway | Patient Monitoring System | Messenger |
| DSC | T Link | Internet Alarm | Fusion / Messenger |
| Ekahau | RTLS | Location Tracking System | Fusion / Messenger |
| EPIC | EMR | Electronic Medical Records System and Lab | Messenger |
| Excel Medical | Bed Master EX | Patient Monitoring Integration System | Messenger |
| Executone | LifeSaver | Nurse Call System | Fusion / Messenger |
| Executone | CareCom | Nurse Call System | Fusion / Messenger |
| Executone | CareCom IIE | Nurse Call System | Fusion / Messenger |
| Executone | HCP | Nurse Call System | Fusion / Messenger |
| Front Range | HEAT | Help Desk System | Fusion / Messenger |
| Gamewell | FCI | Fire Alarm System | Fusion / Messenger |
| GE Healthcare | Unity / CareScape | Patient Monitoring System | Messenger |
| GE Manufacturing | Intellution (iFix) | Facilities Management System | Fusion / Messenger |
| GE Security | Accusound | Digital Sound System | Fusion / Messenger |
| GE Security | EST 2 | Fire Alarm System | Fusion / Messenger |
| GE Security | EST 3 | Fire Alarm System | Fusion / Messenger |
| | | | |
| | | | |
| GE Security | EST Quickstart | Fire Alarm System | Fusion / Messenger |
| GE Security | IRC-3 | Fire Alarm System | Fusion / Messenger |
| GE Security | Saphire Pro | Fire Alarm System | Fusion / Messenger |
| GetWellNetwork | Interactive Patient Care | Patient Entertainment and Feedback System | Messenger |
| GladStone | Emergency Call System | Emergency Call System | Fusion / Messenger |
| Guestware | Guest Response Software | Hospitality System | Fusion / Messenger |
| Hewlett Packard | OpenView | Network Management System | Fusion / Messenger |
| Hill-Rom | Navicare | Nurse Call System | Messenger |
| Home Free | Resident Monitoring | Resident Monitoring System | Fusion / Messenger |
| Home Free | Elite | Resident Monitoring System | Fusion / Messenger |
| Honeywell | Notifier | Fire Alarm System | Fusion / Messenger |
| IBM | Maximo | Duress Alarm System | Fusion / Messenger |
| Identicard | PremiSys | Security System | Fusion / Messenger |
| Identicard | IDentiPASS | Security System | Fusion / Messenger |
| IGT Network Systems | Advantage | Gaming System | Fusion / Messenger |
| Industrologic | SI51 | Contact Closure | Fusion / Messenger |

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| InLine | Model 58 | Contact Closure | Fusion / Messenger |
| Instantel | Watchmate | Resident Monitoring System | Fusion / Messenger |
| Intelligent Gaming Solutions | IGS | Gaming System | Fusion / Messenger |
| Intègo | MedLink | Nurse Call System | Fusion / Messenger |
| Intègo | ElderLink | Resident Call System | Fusion / Messenger |
| Intègo | ProNet.Net | Nurse Call System | Fusion / Messenger |
| iSirona | DeviceConX | Medical Device | Messenger |
| | | | |
| Jeron | Pro-Alert 610 | Nurse Call System | Fusion / Messenger |
| Jeron | Pro-Alert 640 | Nurse Call System | Fusion / Messenger |
| Jeron | Provider 620 | Nurse Call System | Fusion / Messenger |
| Jeron | Provider 670 | Nurse Call System | Fusion / Messenger |
| Jeron | Provider 680 | Nurse Call System | Fusion / Messenger |
| Jeron | Provider 790 | Nurse Call System | Fusion / Messenger |
| Johnson Controls | MetaSys | Facilities Management System | Fusion / Messenger |
| Masimo | Patient SafetyNet | Pulse Oximiter System | Fusion / Messenger |
| Maxivox | MaxiCommII | Nurse Call System | Fusion / Messenger |
| Maxivox | X-7000 | Nurse Call System | Fusion / Messenger |
| McRoberts Security | Prosec MyChild | Infant Abduction System | Fusion / Messenger |
| McKesson | EMR | ADT, Lab, and Pharmacy systems | Messenger |
| Merlon | IP5000 | Nurse Call System | Fusion / Messenger |
| Merlon | IP7000 | Nurse Call System | Fusion / Messenger |
| Mindray | Panorama | Patient Monitoring System | Messenger |
| Mircom | Fire Panels | Fire Alarm System | Fusion / Messenger |
| Medhost | EDIS | Emergency Department Information System | Fusion / Messenger |
| Motorola | PrinTrack | Computer Aided Dispatch System | Fusion / Messenger |
| M-TECH | HotSOS | Hospitality System | Fusion / Messenger |
| M-TECH | Expresso | Hospitality System | Fusion / Messenger |
| M-TECH | PMWorks | Hospitality System | Fusion / Messenger |
| Multitone | Eko-Tek | Emergency Response and Duress System | Fusion / Messenger |
| Nihon Kohden | CGS-9001 | Patient Monitoring System | Messenger |
| NIQ | CarePlus | Nurse Call System | Fusion/Messenger |
| Nuvon | Vega | Medical Device Integration System | Messenger |
| OzCare | SmartCall | Emergency Call System | Fusion / Messenger |

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| Paltronics | OneLink | Gaming System | Fusion / Messenger |
| Patient Care Technology Systems (PCTS) | OR Tracker | Operating Room Monitoring System | Fusion / Messenger |
| PBL/Melco | Syco | Gaming System | Fusion / Messenger |
| Penn National | eBet | Gaming System | Fusion / Messenger |
| Pevco | Smart Path | Pneumatic Tube System | Fusion / Messenger |
| Philips Healthcare | Patient Link | Patient Monitoring System | Messenger |
| Philips Healthcare | IntelliVue Information Center | Patient Monitoring System | Messenger |
| Philips Healthcare | Vital Signs | Patient Monitoring System | Messenger |
| Philips Healthcare | Guardian | Patient Monitoring | Messenger |
| Positron | Power CAD | Computer Aided Dispatch System | Fusion / Messenger |
| Premise | Sunrise | Bed Management System | Fusion / Messenger |
| Q2 Solutions | MaintenanceOne | Work Scheduling System | Fusion / Messenger |
| Q2 Solutions | RAPT | Task Management System | Fusion / Messenger |
| Questek | Questek | Nurse Call System | Fusion / Messenger |
| Rauland Borg | Responder III | Nurse Call System | Fusion / Messenger |
| Rauland Borg | Responder IV | Nurse Call System | Fusion / Messenger |
| Rauland Borg | Responder 5 | Nurse Call System | Fusion / Messenger |
| Rauland Borg | Responder 3000 | Nurse Call System | Fusion / Messenger |
| Rauland Borg | Responder 4000 | Nurse Call System | Fusion / Messenger |
| RF Technologies | Code Alert | Emergency Call System | Fusion / Messenger |
| RF Technologies | Safe Place | Emergency Call System | Fusion / Messenger |
| RBH | Axiom Lite | Security System | Fusion / Messenger |
| RBH | Axiom V | Security System | Fusion / Messenger |
| Rockwell Software | RS View32 | Security System | Fusion / Messenger |
| Savant Automation | Vehicle Manager Software | Robotic Delivery System | Messenger |
| Sedco | Microbase, 6000 | Nurse Call System | Fusion / Messenger |
| Sedco | Gladstone | Emergency Call System | Fusion / Messenger |
| Serco | Enterprise System Bus | Facilities Management System | Messenger |
| Siemens | Apogee | Facilities Management System | Fusion / Messenger |
| Siemens | FSI-MXL | Fire Alarm System | Fusion / Messenger |
| Siemens | Insight | Facilities Management System | Fusion / Messenger |
| Siemens | Pyrotronics | Fire Alarm System | Fusion / Messenger |

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| Siemens | Soarian | Hospital Information and lab Systems | Messenger |
| Simplex Grinnell | 2100 Series | Fire Alarm System | Fusion / Messenger |
| Simplex Grinnell | 4000 and 4100 Series | Fire Alarm System | Fusion / Messenger |
| Simplex Grinnell | Executone CareCom | Nurse Call System | Fusion / Messenger |
| Simplex Grinnell | Executone CareCom IIE | Nurse Call System | Fusion / Messenger |
| Simplex Grinnell | EZ Care (Vital Touch) | Nurse Call System | Fusion / Messenger |
| Simplex Grinnell | Executone HCP | Nurse Call System | Fusion / Messenger |
| Simplex Grinnell | Executone Life Saver | Nurse Call System | Fusion / Messenger |
| Simplex Grinnell | ISecure | Security System | Fusion / Messenger |
| Simplex Grinnell | Zettler Sentinel 500 | Nurse Call System | Fusion / Messenger |
| Smartcaller | Smartcaller | Nurse Call System | Fusion / Messenger |
| SmartLink | SmartWatch | Nurse Call System | Fusion / Messenger |
| Sortec | SofTouch | Nurse Call System | Fusion / Messenger |
| Spacelabs Medical | CEI Server | Patient Monitoring | Messenger |
| Spectre Instruments | Win911 | Computer Aided Dispatch System | Fusion / Messenger |
| Spillman | Summit | Computer Aided Dispatch System | Fusion / Messenger |
| Startel | Attendant Console | Operator Console | Fusion / Messenger |
| Stanley | Pedz | Infant Abduction System | Fusion / Messenger |
| Stanley | Xmark HUGS | Infant Abduction System | Fusion / Messenger |
| Stanley | Xmark HALO | Infant Abduction System | Fusion / Messenger |
| Stanley | WatchMate | Patient Wandering System | Fusion / Messenger |
| Stanley | Arial | Nurse Call System | Fusion / Messenger |
| Stryker | iBeds | Patient Bed Alerting System | Messenger |
| Swisslog | Translogic | Pneumatic Tube System | Messenger |
| Swisslog | TranspoNet | Pneumatic Tube System | Fusion / Messenger |
| Swisslog | Urgence21 | Pneumatic Tube System | Fusion / Messenger |
| Systems Technology | VisionLink | Nurse Call System | Fusion / Messenger |
| Tecom | Challenger | Security System | Fusion / Messenger |
| Taleo | Taleo Enterprise | Talent Management System | Fusion / Messenger |
| TekTone | Tek-Care NC300 | Nurse Call System | Fusion / Messenger |
| TekTone | TEK-Care NC500 | Nurse Call System | Fusion / Messenger |
| Tek-Tone | TEK-Micro2 | Nurse Call System | Fusion / Messenger |
| Telecor | Nurse Courier 3 | Nurse Call System | Fusion / Messenger |
| Telecor | VS Care | Emergency Call System | Fusion / Messenger |

| Vendor | Product | System Type | Platform |
|---|---|---|---|
| Tele-Tracking | Bed Tracking | Bed Tracking System | Fusion / Messenger |
| Tele-Tracking | Pre-Admit Tracking | Bed Tracking System | Fusion / Messenger |
| Tele-Tracking | Transport Tracking | Bed Tracking System | Fusion / Messenger |
| Tele-Tracking | Navicare | Bed Tracking System | Fusion / Messenger |
| Tel-Tron | Micro System 2000 | Nurse Call System | Fusion / Messenger |
| Tiburon | Stratus | Computer Aided Dispatch System | Fusion / Messenger |
| TMA Systems | Work Order Desktop | Work Order System | Fusion / Messenger |
| Tour Andover Controls (TAC) | INET 2000 | Facilities Management System | Fusion / Messenger |
| Tour Andover Controls (TAC) | INET Seven | Facilities Management System | Fusion / Messenger |
| TTI | Guardian | Duress Alarm System | Fusion / Messenger |
| Tunstall | Telecare | Emergency Call System | Fusion / Messenger |
| Tunstall | Telecom 4000 | Emergency Call System | Fusion / Messenger |
| Tunstall | Communicall Vision | Emergency Call System | Fusion / Messenger |
| TurboBonus | TurboBonus Manager | Casino Management System | Fusion / Messenger |
| Tyco Safety Products | Wormald | Fire Alarm System | Fusion / Messenger |
| UTC | Red Hawk | Security System | Fusion / Messenger |
| UTC | Chubb Security | Security System | Fusion / Messenger |
| Versus | VIS | Location Tracking System | Fusion / |
| VitalCALL | VitalCALL | Emergency Call System | Fusion / Messenger |
| Vitalcom | VitalCARE | Nurse Call System | Fusion / Messenger |
| Vitalcom | CareTaker | Resident Call System | Fusion / Messenger |
| Vitalcom | Walkabout | Resident Wandering System | Fusion / Messenger |
| Visonic | SpiderAlert | Emergency Notification System | Messenger |
| Wescom | Medlink | Nurse Call System | Fusion / Messenger |
| West-Com | West-Call Odyssey | Nurse Call System | Fusion / Messenger |
| West-Com | West-Call Novus | Nurse Call System | Fusion / Messenger |
| WonderWare | InTouch | Hospitality System | Fusion / Messenger |
| Xacom | I-Care | Nurse Call System | Fusion / Messenger |
| Xacom | Intruder Detection | Security System | Fusion / Messenger |

# In-House Output Integrations

| Vendor Name | Product Name | Devices Supported | Platform |
|---|---|---|---|
| Adaptive Micro Systems | Alpha | 200 Series, 300 Series, 4000 Series, 7000 Series, 9000 Series. | Fusion / Messenger |
| Adaptive | Betabrite | Classic, Prism | Fusion / Messenger |
| Alcatel | OmniPCX 4400 | 4073, 4038, 300, 310, 400, 610, 8128 | Messenger |
| Alcatel | OmniPCX Enterprise | 4073, 4038, 300, 310, 400, 610, 8128 | Messenger |
| Amcom | Mobile Connect | iPhone, BlackBerry, Android | Messenger |
| Artevea | Radio System | All Artevea supported radios | Messenger |
| Avaya | CCMS (OAI) | 3616, 3620, 3626, 3641, 3645 | Fusion / Messenger |
| Ascom | FreeSet DCT1900 | 9p23 | Fusion / Messenger |
| Ascom | FreeNet | 9p23, 9d24, i75, i62, d62, d81 | Messenger |
| Cisco | Call Manager 4.x | 7921, 7925, 794x, 796x, 797x | Fusion / Messenger |
| Cisco | Call Manager 5.x | 7921, 7925, 794x, 796x, 797x | Fusion / Messenger |
| Cisco | Call Manager 6.x | 7921, 7925, 794x, 796x, 797x | Fusion / Messenger |
| Cisco | Call Manager 7.x | 7921, 7925, 7926, 794x, 796x, 797x | Fusion / Messenger |
| Cisco | Call Manager 8.x | 7921, 7925, 7926, 794x, 796x, 797x | Fusion / Messenger |
| Cisco | Call Manager 9.x | 7921, 7925, 7926, 794x, 796x, 797x, 89xx, 99xx | Fusion / Messenger |
| Hytera | Digital Mobile Radios (DMR) | MD780, PD780, MD785, PD785, MD786, PD786, MD788, PD788 | Messenger |
| Kirk | System 300 | 5020, 5040, 6020, 6040, 7020, 7040 | Fusion |
| Kirk | System 2500 | 5020, 5040, 6020, 6040, 7020, 7040 | Fusion |
| Kirk | System 6000 | 5020, 5040, 6020, 6040, 7020, 7040 | Fusion |
| Kirk | System 8000 | 2010, 3040, 4020, 4040, 5020, 5040, 6020, 6040, 7020, 7040 | Fusion |
| Motorola | People Finder | In house pagers | Fusion / Messenger |

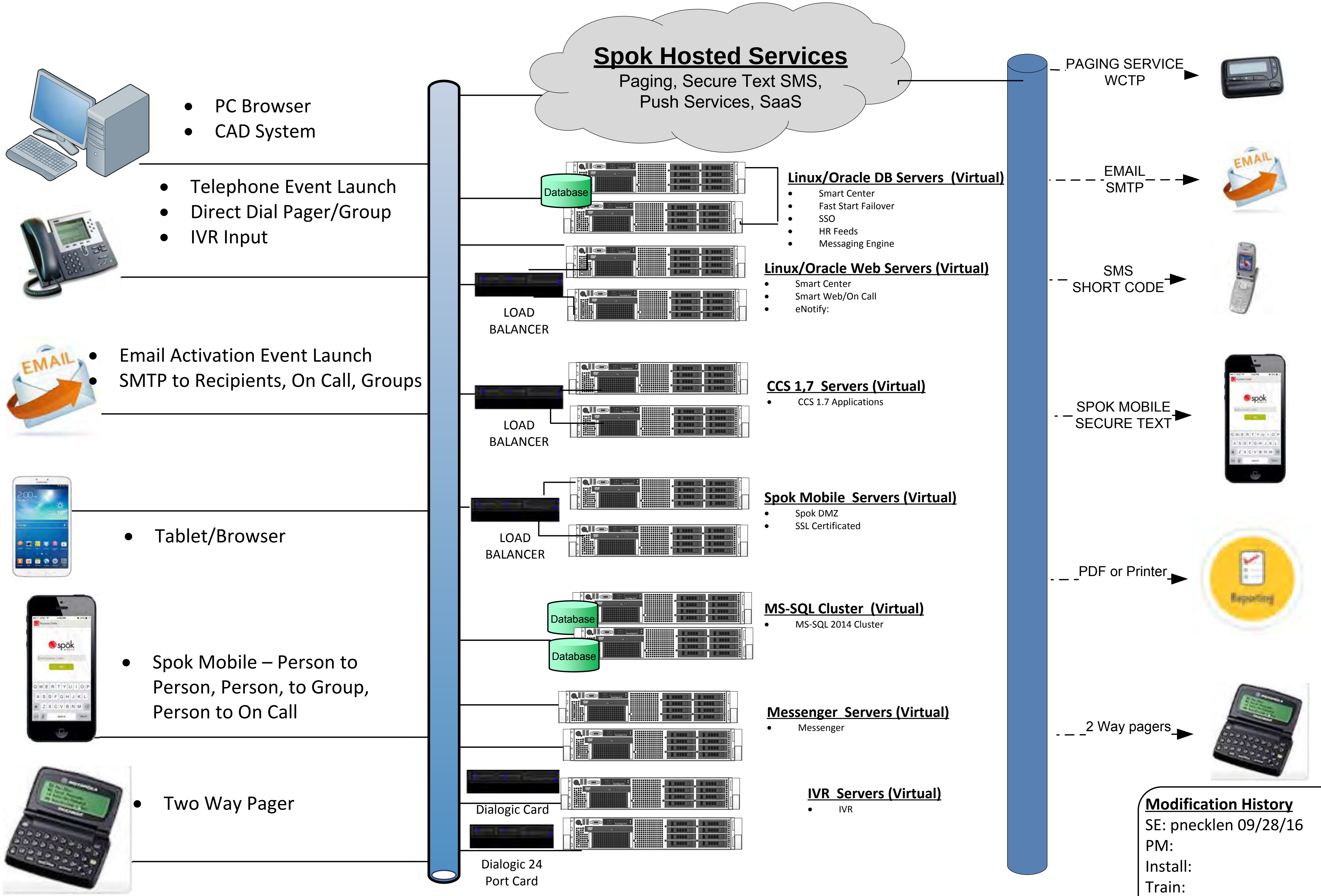
| Vendor Name | Product Name | Devices Supported | Platform |
|---|---|---|---|
| Motorola | TETRA (Radios) | CM5000, MTH800, MTM700, MTM800, MTP850, MTM800E | Messenger |
| Motorola | Dimetra (TETRA Radios) | CM5000, MTH800, MTM700, MTM800, MTP850, MTM800E | Messenger |
| Motorola | TRBO (Radios) | Portable Models with LCD Screen | Fusion / Messenger |
| Multitone | RPE670 | In house pagers | Fusion / Messenger |
| Multitone | Eko-Tek | Emergency Response and Duress System | Fusion / Messenger |
| NEC | OpenWorx (OAI) | MH110, MH120h, MH140, MH150, MH160, PSIII, 310, 600, 610 | Fusion / Messenger |
| NEC | OW5000 (OAI) | MH110, MH120h, MH140, MH150, MH160, PSIII, 310, 600, | Fusion / |
| NEC | IP DECT (DMLS) | G955, I755 | Fusion |
| Nortel | 2246 Gateway | 2210, 2211, 6120, 6140 | Fusion / Messenger |
| Spectralink | Link 3000 | PTB410, 6000 Series | Fusion / Messenger |
| Spectralink | 6100 MCU | 6000 Series | Fusion / Messenger |
| Spectralink | 6300 MCU | 6000 Series | Fusion / Messenger |
| Spectralink | 8000 MCU | 8000 Series, 8400 Series | Fusion / Messenger |
| Spectralink | Netlink 150 | i640, h340, e340, 8400 Series | Fusion / Messenger |
| Spectralink | SVP Server | i640, h340, e340, 8400 Series | Fusion / Messenger |
| Spectralink | Unified Communications Gateway | 8400 Series | Messenger |
| Visiplex | VS Series | In house pagers | Fusion / Messenger |
| Voalte | Voalte One | SmartPhone Application | Messenger |
| Vocera | Vocera Server | B1000, B2000, B3000, Smartphones | Messenger |
| WaveWare | SPS-5 v6 | In house pagers | Fusion / Messenger |
| WaveWare | PT-2000-PS | In house pagers | Fusion / Messenger |
| Xacom | Paging Terminals | In house pagers | Fusion / Messenger |
| Zetron | M Series terminals | In house pagers | Fusion / Messenger |
| Zetron | 2200 | In house pagers | Fusion / Messenger |

# Wide Area Carrier Integrations

| Vendor Name | Product Name | Protocols Supported | Platform |
|---|---|---|---|
| American Messaging | Carrier Network | WCTP | Fusion / Messenger |
| AT&T | Carrier Network | SNPP, SMS, WCTP | Fusion / Messenger |
| CTM | Carrier Network | SMTP | Fusion / Messenger |
| LinkQ | Carrier Network | SMTP | Fusion / Messenger |
| Metrocall | Carrier Network | SNPP, TNPP | Fusion / Messenger |
| Optus | Carrier Network | SMS | Fusion / Messenger |
| Orange Telecom | Carrier Network | SMTP | Fusion / Messenger |
| PageMart | Carrier Network | SNPP | Fusion / Messenger |
| Skytel | Carrier Network | SNPP, WCTP | Fusion / Messenger |
| Sprint | Carrier Network | SMTP, SNPP, SMS | Fusion / Messenger |
| Telstra | Carrier Network | SMTP | Fusion / Messenger |
| T-Mobile | Carrier Network | SMTP, SNPP, SMS | Fusion / Messenger |
| US Cellular | Carrier Network | SMTP, SMS | Fusion / Messenger |
| USA Mobility | Carrier Network | SNPP, TNPP, WCTP | Fusion / Messenger |
| Verizon | Carrier Network | SNPP, WCTP | Fusion / Messenger |
| Virgin | Carrier Network | SMS | Fusion / Messenger |
| Vodaphone | Carrier Network | SMS | Fusion / Messenger |

# Austin Coalition

| Input Systems/Interfaces | Integration Layer | End Points |
|---|---|---|



- PC Browser
- CAD System

- Telephone Event Launch
- Direct Dial Pager/Group
- IVR Input

- Email Activation Event Launch
- SMTP to Recipients, On Call, Groups

- Tablet/Browser

- Spok Mobile – Person to Person, Person, to Group, Person to On Call

- Two Way Pager

**Spok Hosted Services**

Paging, Secure Text SMS, Push Services, SaaS

**Linux/Oracle DB Servers (Virtual)**

- Smart Center
- Fast Start Failover
- SSO
- HR Feeds
- Messaging Engine

**Linux/Oracle Web Servers (Virtual)**

- Smart Center
- Smart Web/On Call
- eNotify:

**CCS 1,7 Servers (Virtual)**

- CCS 1.7 Applications

**Spok Mobile Servers (Virtual)**

- Spok DMZ
- SSL Certificated

**MS-SQL Cluster (Virtual)**

- MS-SQL 2014 Cluster

**Messenger Servers (Virtual)**

- Messenger

**IVR Servers (Virtual)**

- IVR

PAGING SERVICE WCTP

EMAIL SMTP

SMS SHORT CODE

SPOK MOBILE SECURE TEXT

PDF or Printer

2 Way pagers

**Modification History**

SE: pnecklen 09/28/16

PM:

Install:

Train:

Live:

Line 5.05 Appendix A.R

DATASHEET

# T52

## TWO-WAY PAGER WITH ENCRYPTION CAPABILITIES

spōk

## T52 PAGER

Stay connected with your team as you coordinate patient care with the T52 from Spok®. With the T52 you can communicate with smartphones, pagers, handhelds, PCs, and other two-way devices, as well as email addresses. This enables you to stay in touch with people across the hospital regardless of the devices they use.

In addition, when you enable the encryption service from Spok, the T52's secure messaging and display lock security features help your organization meet HIPAA compliance requirements.

| KEY FEATURES | BENEFITS |
|---|---|
| Display | • LED backlit display<br>• Time and date display<br>• Backlit QWERTY keyboard<br>• Up to six lines of 20 characters per line (zoom to three lines) |
| Alerts | • Quiet mode<br>• Private time<br>• Reminder alerts<br>• Service indicators<br>• Built-in alarm clock<br>• Low battery indicator<br>• Alert volume controls<br>• 16 user-selectable alerts |
| Specifications | • 3.9 ounces<br>• One AA battery<br>• 3.4" x 2.3" x 1.1"<br>• USB computer connection |
| Frequency | • Frequency band: 900MHz<br>• ReFLEX |
| Messaging | • Confirmed message delivery<br>• Message time and date stamp<br>• Erase one message or erase all<br>• Preprogrammed reply capability<br>• Send, receive, and reply to messages<br>• Memory retention when changing battery<br>• Contacts backup software for PC |
| Security (optional features) | • Encrypted message support (AES-128)<br>• Display lock<br>• Remote data wipe and lock clear |

## T52: KEY BENEFITS

- Reliability: powered by a single AA battery
- Security: optional message encryption helps meet HIPAA compliance guidelines
- Ease of backing up contacts via PC connection
- Ability to communicate longer messages with up to six lines of text
- Ability to review message delivery receipts online to close the communication loop

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