



## Extended Maintenance VESTA SOW

### General

Equipment and Software shall be maintained in good operating condition to ensure the Continuing Standards of Performance prescribed criteria of Acceptance Testing of this Contract are met. The Contractor is responsible to maintain the equipment purchased under this Contract in good operating condition and shall always be responsive to the maintenance requirements of the PSAP. All such maintenance service, including parts, software support and labor. Maintenance includes Software Support.

### Maintenance Coverage

The Contractor shall provide maintenance (labor and parts) and keep the equipment in good operating condition. Maintenance parts will be furnished by the Contractor and will be new or equivalent to new in performance when used for this equipment. Contractor is responsible for disposal of replaced parts removed during maintenance.

Contractor shall provide full maintenance coverage 24 hours per day, seven (7) days per week, 365 days a year (24x7x365).

### Upgrades and Planned Maintenance Down-Time

The proposed 9-1-1 CPE Systems shall not be adversely impacted by downtime planned maintenance. It is acceptable that individual components or elements have downtime for planned maintenance.

### Planned Maintenance

Planned maintenance shall be performed in accordance with a Standard Operating Procedure (SOP). Contractor's shall disclose any service impact, limitation or operational issue that may arise as a consequence of planned maintenance and shall propose mitigation for the known impact, limitations or operational issues as part of the SOP.

### Remedial Maintenance

Contractors shall track the status of each Major and Minor Failure through the Trouble Ticket Log. Contractors shall provide the telephone number of their customer support center to each PSAP with whom they have a maintenance contract for reporting Major and Minor Failures. The Contractor's customer support center telephone shall be answered 24 hours a day, seven (7) days a week by a live person. The Contractor's customer support center will be responsible for coordinating the resources necessary to correct Major and Minor Failures and for accurately updating the Trouble Ticket Log.

### Remote Maintenance

The Contractor shall provide maintenance as described herein:

- 1) Full diagnostic access to all major components of the 9-1-1 CPE System;
- 2) Capability to disable or enable system ports to bypass failed ports;
- 3) A list of the most frequently failed components and the success rate of remote reports for these components;
- 4) Capability to access accumulated statistics on 9-1-1 CPE System performance such as error messages, power failures, etc.;
- 5) Description of the ability and types of software that can be remotely updated/replaced; and
- 6) Confirmation that access to the system will be password protected.