

PURVIS PRICE QUOTATION - Dupage County ETSB



Tax ID #: 11-2299301

Date: July 30, 2026

Quote #: PC2026-355r2

Agency: Dupage County ETSB

Address: 421 N. County Farm Road

Wheaton, IL 60187

Agency POC: Linda Zerwin, Executive Director

E-mail etsb911@dupagecounty.gov

88 Silva Ln

Middletown, RI 02842

Sales: J. Mascola 401-619-2466

jmascola@purvis.com

Contracts: D Flynn 401-845-8432

DFlynn@purvis.com

This quote will be subject to the terms and conditions of the PURVIS Maintenance and License Agreement with the Dupage County ETSB

Dupage County is responsible for managing the mobile app user accounts.

FIXED PRICE SERVICES:

FY27 Maintenance 10/10/2026 - 10/09/2027

Description	Total
Dupage County Annual Maintenance for Dupage County's current PURVIS Fire Station Alerting System. <i>Core System</i>	\$201,340.00
Dupage County ETSB Phase 2 Annual Maintenance. <i>PC2019-98R11 Dupage County</i>	\$5,850.00
Dupage County Add-On Annual Maintenance. <i>PC2025-200 Message Boards</i>	<i>Warranty</i>
Addison Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Addison Fire Protection District</i>	\$3,870.00
Bartlett Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Bartlett</i>	\$2,210.00
Bloomington Fire Protection District Add-On Annual Maintenance. <i>PC2025-184</i>	\$470.00
Clarendon Hills Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Clarendon</i>	\$1,070.00
Elmhurst Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Elmhurst</i>	\$560.00
Elmhurst Fire Department Add-On Annual Maintenance. <i>PC2021-090</i>	\$90.00
Glenside Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Glenside</i>	\$220.00
Hanover Park Fire Department Add-On Annual Maintenance. <i>PC2024-017r1 Optional</i>	\$1,050.00
Itasca Fire Protection District Add-On Annual Maintenance. <i>PC2026-045 Optional - (Pro-rated)</i>	\$600.00
Lombard Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Lombard</i>	\$2,430.00
Pleasantview Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Pleasantview</i>	\$560.00
Roselle Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Roselle</i>	\$560.00
Tri-State Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Tri-State</i>	\$890.00
Tri-State Fire Protection District Add-On Annual Maintenance. <i>PC2021-074</i>	\$230.00
Warrenville Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Warrenville</i>	\$670.00
Westmont Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Westmont</i>	\$3,090.00
Westmont Fire Department Add-On Annual Maintenance. <i>No quote provided for second cameras.</i>	\$220.00
Winfield Fire Department Add-On Annual Maintenance. <i>PC2025-183 Optional</i>	\$725.00
York Center Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 York</i>	\$340.00
FSAS Mobile Alerting Application (Annual - 200 Users) - <i>Includes 1 Admin License</i>	\$2,750.00
FY27 Total	\$229,795.00

FY28 Maintenance 10/10/2027 - 10/09/2028

Description	Total
Dupage County Annual Maintenance for Dupage County's current PURVIS Fire Station Alerting System. <i>Core System</i>	\$209,400.00
Dupage County ETSB Phase 2 Annual Maintenance. <i>PC2019-98R11 Dupage County</i>	\$6,090.00
Dupage County Add-On Annual Maintenance. <i>PC2025-200 Message Boards</i>	\$2,700.00
Addison Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Addison Fire Protection District</i>	\$4,030.00
Bartlett Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Bartlett</i>	\$2,300.00
Bloomington Fire Protection District Add-On Annual Maintenance. <i>PC2025-184</i>	\$490.00
Clarendon Hills Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Clarendon</i>	\$1,120.00
Elmhurst Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Elmhurst</i>	\$590.00
Elmhurst Fire Department Add-On Annual Maintenance. <i>PC2021-090</i>	\$100.00
Glenside Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Glenside</i>	\$230.00
Hanover Park Fire Department Add-On Annual Maintenance. <i>PC2024-017r1 Optional</i>	\$1,090.00

Itasca Fire Protection District Add-On Annual Maintenance. <i>PC2026-045 Optional</i>	\$845.00
Lombard Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Lombard</i>	\$2,530.00
Pleasantview Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Pleasantview</i>	\$590.00
Roselle Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Roselle</i>	\$590.00
Tri-State Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Tri-State</i>	\$930.00
Tri-State Fire Protection District Add-On Annual Maintenance. <i>PC2021-074</i>	\$240.00
Warrenville Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Warrenville</i>	\$700.00
Westmont Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Westmont</i>	\$3,220.00
Westmont Fire Department Add-On Annual Maintenance. <i>No quote provided for second cameras.</i>	\$230.00
Winfield Fire Department Add-On Annual Maintenance. <i>PC2025-183 Optional</i>	\$755.00
York Center Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 York</i>	\$360.00
FSAS Mobile Alerting Application (Annual - 200 Users) - <i>Includes 1 Admin License</i>	\$2,750.00
FY28 Total	\$241,880.00

FY29 Maintenance 10/10/2028 - 10/09/2029

Description	Total
Dupage County Annual Maintenance for Dupage County's current PURVIS Fire Station Alerting System. <i>Core System</i>	\$217,780.00
Dupage County ETSB Phase 2 Annual Maintenance. <i>PC2019-98R11 Dupage County</i>	\$6,340.00
Dupage County Add-On Annual Maintenance. <i>PC2025-200 Message Boards</i>	\$2,810.00
Addison Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Addison Fire Protection District</i>	\$4,200.00
Bartlett Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Bartlett</i>	\$2,400.00
Bloomington Fire Protection District Add-On Annual Maintenance. <i>PC2025-184</i>	\$510.00
Clarendon Hills Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Clarendon</i>	\$1,170.00
Elmhurst Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Elmhurst</i>	\$615.00
Elmhurst Fire Department Add-On Annual Maintenance. <i>PC2021-090</i>	\$105.00
Glenside Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Glenside</i>	\$240.00
Hanover Park Fire Department Add-On Annual Maintenance. <i>PC2024-017r1 Optional</i>	\$1,135.00
Itasca Fire Protection District Add-On Annual Maintenance. <i>PC2026-045 Optional</i>	\$880.00
Lombard Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Lombard</i>	\$2,640.00
Pleasantview Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Pleasantview</i>	\$615.00
Roselle Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Roselle</i>	\$615.00
Tri-State Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Tri-State</i>	\$970.00
Tri-State Fire Protection District Add-On Annual Maintenance. <i>PC2021-074</i>	\$250.00
Warrenville Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 Warrenville</i>	\$730.00
Westmont Fire Department Phase 2 Annual Maintenance. <i>PC2019-98R11 Westmont</i>	\$3,350.00
Westmont Fire Department Add-On Annual Maintenance. <i>No quote provided for second cameras.</i>	\$240.00
Winfield Fire Department Add-On Annual Maintenance. <i>PC2025-183 Optional</i>	\$785.00
York Center Fire Protection District Phase 2 Annual Maintenance. <i>PC2019-98R11 York</i>	\$375.00
FSAS Mobile Alerting Application (Annual - 200 Users) - <i>Includes 1 Admin License</i>	\$2,750.00
FY29 Total	\$251,505.00
GRAND TOTAL FY27-FY29	\$723,180.00

PURVIS AGREEMENTS: The provided PURVIS FSAS Standard License Agreement and the PURVIS FSAS Maintenance Agreement (Version 2-2026) will be incorporated as part of any orders, or change orders, placed for the PURVIS Fire Station Alerting System. Any negotiation of Agreement terms must be in writing , and mutually agreed upon by both parties, prior to order placement. In the absence of a negotiation the Customers issuance of an order shall constitute acceptance of all Agreements as written. The current version of this Agreement shall supersede and replace all prior agreements, between PURVIS and the Customer.

EXPORT CONTROL: Products purchased or received under any resulting Sale may be subject to export control laws, restrictions, regulations, and orders of the United States. Customer agrees to comply with all applicable export laws, restrictions and regulations of the United States or foreign agencies or authorities, and shall not export, or transfer for the purpose of re-export any product to any prohibited or embargoed country or to any denied, blocked or designated person or entity as mentioned in any United States or foreign law or regulation.

PURVIS FIRE STATION ALERTING SYSTEM (FSAS) SERVICE AGREEMENT

CUSTOMER: Dupage County ETSB

I. INTRODUCTION

This Service Agreement ("Agreement") is effective upon Customer's written acceptance of the PURVIS FSAS system (FSAS), or as otherwise specified in the Customer's Contract/Purchase Order(s) ("Contract") and will continue for the time period specified in the Contract. This Agreement will remain in effect for any subsequent service periods purchased by the Customer via mutual written agreement of the parties at the prices set forth in the Contract, quote, or as otherwise mutually agreed.

The terms and conditions in the End-User License Agreement for the PURVIS Fire Station Alerting System, executed by PURVIS and Customer, are incorporated herein by reference.

Unless renewal pricing has been pre-negotiated with the Customer, Warranty and Maintenance services will automatically renew annually with a 4% price escalation unless the Customer requests a stoppage. Customer shall notify PURVIS 60 days prior to the current maintenance period end date of non-renewal. In the absence of notification, PURVIS will invoice the Customer 30 days prior to the start of the next maintenance period for continuation of services.

The warranty, maintenance and support services provided under this Agreement cover all PURVIS-provided hardware and software identified in the PURVIS FSAS Contract(s) with Customer. Failures must be caused by PURVIS-provided FSAS hardware and/or software in order to be covered by this Agreement, except that Customer-provided hardware and/or software is covered only to the extent that it is explicitly identified in the Contract as being covered.

Services shall be performed by trained, experienced and qualified personnel and with due care, skill, and diligence in accordance with applicable industry standards and the terms of this Agreement.

This Agreement includes the following services:

Standard Services - Remote Support	Included
Optional Services	Select if Applicable
On-Site Support Option 1 - 24/7/365	Included
On-Site Support Option 2 - Normal Business Hours	N/A

II. DESCRIPTION OF SERVICES

STANDARD SERVICES – REMOTE SUPPORT

Standard Services include Help Desk, Emergency/Non-Emergency Hardware and Software Repairs, Software Version Updates, and Remote Access Support. Remote technical support is provided by phone or remote access. On-site support is not provided under standard services and is available as an Option.

TYPES OF SERVICE REQUESTS AND RESPONSE TIMES

Emergency Service Request is defined as a major failure of PURVIS-provided FSAS software or hardware that results in no service at one or more locations. Response to an Emergency Service Request is provided within four hours following request. PURVIS will troubleshoot, diagnose, and repair emergency system failures 24/7/365, including holidays, until resolved.

Non-Emergency Service Request is defined as a failure or incident in which the service continues to operate, but a non-critical PURVIS-provided feature, such as a speaker or LED light, is not available or does not function as it should. Service for non-emergency failures is provided during normal business hours, Monday through Friday, between the hours of 8 AM and 5 PM Customer Local Time, excluding federal holidays. Response to a Non-Emergency Service Request is provided within the next business day and will typically be resolved within two business days.

A. HELP DESK

CUSTOMER MUST INITIATE A SERVICE REQUEST BY CONTACTING
THE PURVIS 24x7x365 HELP DESK:

FOR EMERGENCY SUPPORT:

PHONE: 866-841-2824

FOR NON-EMERGENCY SUPPORT:

ONLINE: [HTTPS://SUPPORT.PURVIS.COM](https://support.purvis.com) or

E-MAIL: support@purvis.com

The PURVIS Help Desk receives and logs all customer support calls and creates trouble tickets for all calls received.

All Emergency Requests will be confirmed by return phone call: a PURVIS Support Engineer will acknowledge Customer's request within two (2) hours of receipt and will solicit specific details regarding the service request if needed. Following this initial response, PURVIS will confirm that it is an Emergency Service Request or will reclassify it as a Non-Emergency Service Request if applicable.

For Online or Email requests: a PURVIS Support Engineer shall acknowledge Customer's request within two (2) hours of receipt during normal business hours, Monday through Friday, between the hours of 8 AM and 5 PM Customer Local Time, excluding federal holidays. PURVIS will solicit specific details regarding the service request if needed.

B. HARDWARE AND SOFTWARE WARRANTY

Hardware Repair/Replacement

PURVIS warrants that the Hardware provided by PURVIS for the PURVIS FSAS will be free of defects in materials and workmanship and conform to specifications set forth in the Contract and any FSAS user manuals/documentation provided to Customer. PURVIS' sole liability and responsibility under this Agreement is to repair or replace, at PURVIS' option, any Hardware provided by PURVIS, which PURVIS determines does not conform to the warranty.

For hardware failures that result in a critical system operation failure, PURVIS will ship a replacement Hardware device or component to the Customer within one (1) business day of determination by PURVIS that the Hardware provided by PURVIS has failed and does not conform to the warranty. All shipments for critical system operation failure items will be scheduled for overnight delivery.

For hardware failures that result in a non-critical operation failure, PURVIS will ship a replacement Hardware device or component to the Customer within seven (7) business days of determination by PURVIS that the Hardware provided by PURVIS has failed and does not conform to the warranty.

For Customers that maintain an on-site FSAS Spares inventory, PURVIS will deliver the repaired or replacement Hardware device or component to the Customer within thirty (30) calendar days to replenish the Customer's Spares inventory.

The Customer is responsible for shipping the failed hardware device or component to PURVIS' RI office within 5 business days of reporting failure. The Customer is responsible for shipping costs.

NOTE: If Customer purchases Option 1, On-Site Services, shipping of hardware between Customer and PURVIS is not applicable, since PURVIS will provide delivery and/or pick-up of hardware while performing on-site services.

Software Repair/Replacement

"Software" means all software, firmware, and databases created by PURVIS for the PURVIS FSAS. Refer to PURVIS' proposal and/or the Contract for the specific Software items licensed by Licensee under this Agreement.

PURVIS warrants that Software manufactured by PURVIS, under normal use and service as originally delivered to Customer, will function substantially in accordance with the functional description in the PURVIS documentation. PURVIS' sole liability and Customer's sole remedy for breach of this Software warranty shall be, at PURVIS' election, PURVIS' good faith effort to rectify the nonconformity or replace the Software with Software that conforms.

Customer is expected to perform any configuration updates/changes to the system.

C. SOFTWARE VERSION UPGRADES

General availability software version upgrades for critical issue patches and scheduled major version upgrades are included as part of this Agreement. Any critical software issues that may arise will be addressed and patches will be released in General Availability as soon as they are completed and successfully pass a rigorous regression test cycle.

PURVIS will load new updates into the customer's system using the Software Update feature on the PURVIS FSAS DM Console. Newly installed updates can be automatically pushed to PURVIS FSAS

Station Control Units and the Central Servers at any time. All software updates will be coordinated with the Customer.

D. REMOTE SOFTWARE SUPPORT

Remote access is used to diagnose issues, update system software, and provide remote technical support. PURVIS requires remote access to the Customer's FSAS at each location. The Customer shall provide PURVIS personnel with VPN or other remote service tools.

PURVIS acknowledges the importance of Customer security and will support reasonable access controls, shared-screen sessions, access notifications, and other supervised methods. The use of restricted, or Customer-mediated access methods may increase the time and effort required to diagnose and resolve support issues.

Where direct VPN access or equivalent persistent remote connectivity is not provided by the Customer, PURVIS will use commercially reasonable efforts to support the system; however, support response times, resolution timelines, and applicable service level commitments will not apply for issues requiring such restricted access.

OPTIONAL SERVICES

ON-SITE SUPPORT may be purchased as an Option, and includes all of the above standard services in addition to the following:

On-Site Technical Assistance is provided to support service requests that are not resolved remotely. When on-site services are provided, shipping of hardware between Customer and PURVIS is not applicable, since PURVIS will provide delivery and/or pick-up of hardware while performing on-site services.

OPTION 1 – 24/7/365: On-site technical assistance is available 24 hours per day, 7 days per week, 365 days per year and will be provided in accordance with the response times for the type of service request, as identified for standard services above.

OPTION 2 – Normal Business Hours: On-site technical assistance is available during normal business hours, Monday through Friday, between the hours of 8 AM and 5 PM Customer Local Time, excluding federal holidays.

Preventive Maintenance is included with both on-site support options. One (1) preventive maintenance visit per station per year is scheduled during normal business hours, Monday through Friday between the hours of 8 AM and 5 PM Customer Local Time, excluding federal holidays. Preventive maintenance is performed with the objectives of prolonging the life of equipment and preventing the need for corrective and emergency repairs. All major components of the system are cleaned and tested, and any unreported equipment failure is identified and repaired. Preventive Maintenance is not applicable during the first year of warranty following FSAS system acceptance.

III. LIMITATIONS/CUSTOMER RESPONSIBILITIES

1. This Agreement does not cover hardware and software that Customer purchased from a vendor other than PURVIS, including existing Customer-owned hardware that is connected to PURVIS FSAS, unless such items are explicitly identified in the Contract as being covered.
2. This Agreement does not cover Software failure resulting from accident, misuse, abuse, misapplication or unauthorized modification by Customer.

3. This Agreement does not cover Hardware that requires replacement/repair due to normal wear and tear (such as UPS battery), is damaged as a result of vandalism, misuse, force majeure or other act of God (such as fire, flood, lightning, etc.), is disassembled, modified or tampered with, or is otherwise negligently or improperly installed or maintained by Customer.
4. This Agreement does not cover replacement of hardware in the event that hardware becomes obsolete (technical refresh).
5. Customer is responsible for applying Windows and Antivirus updates. PURVIS shall provide Customer with document entitled "Microsoft Windows Patching" for reference when applying such updates.
6. Customer must provide PURVIS with remote access to the FSAS to enable PURVIS to connect to the FSAS system at each location.
7. Customer must designate a single point of contact that will initiate service requests via the PURVIS help desk, and that PURVIS can contact to request Customer personnel support for troubleshooting or on-site repair services.
8. If the Optional on-site support is not applicable to this Agreement, Customer is responsible for on-site preventive maintenance and on-site technical support of the FSAS.
9. If Optional on-site support is applicable, Customer must provide PURVIS maintenance personnel with timely access to locations as needed to perform on-site services.

IV. OUT OF SCOPE SERVICES

In the event that PURVIS provides support under this Agreement in response to a Help Desk request, and PURVIS determines it to be an issue not covered under the applicable Software Warranty and/or Hardware Warranty or as a result of customer's non-compliance with the terms of this Agreement ("out-of-scope service"), PURVIS reserves the right to be reimbursed for such services. PURVIS shall invoice on a Time and Materials basis for such out of scope services at the then current hourly rate, identified in the following table, and payment terms shall be NET 30.

Calendar Year	Rate/Hr
2026	\$208.00
2027	\$216.00
2028	\$225.00
2029	\$234.00