

**SERVICE AGREEMENT
BETWEEN SANTA FE COUNTY AND BRYX, INC.**

This Agreement is entered into this 27th day of Sept 2025, between **Santa Fe County**, a political subdivision of the state of New Mexico (the "County"), and **BRYX, Inc.**, 59 Halstead St., Rochester, NY 14610 (the "Contractor").

WHEREAS, in accordance with NMSA 1978, Section 13-1-112, and the Santa Fe County Purchasing Regulations and Policy Manual, the County issued Request for Proposal No. 2025-0074-PSDTS to solicit the Contractor's services to provide a Non-Audible Firefighter Alerting System for the Fire Department Stations; and

WHEREAS, based upon the evaluation criteria established in the RFP the County determines the Contractor is the most responsive and highly rated offeror; and

WHEREAS, the County requires the services of the Contractor and the Contractor is willing to provide these services and both parties wish to enter into this Agreement.

NOW, THEREFORE, the parties agree as follows:

1. **CONTRACTOR SERVICES**

For seven fire stations designated by the Fire Chief, Contractor will provide and install a non-audible alerting solution specifically designed for firefighting operations. This solution will be compatible with existing firefighter gear, communication devices, and protocols to ensure seamless integration. Its purpose is to reduce reliance on audible alerts, minimizing interference with radio communications and improving awareness in noisy environments. Contractor will offer training on the usage, maintenance and troubleshooting of the system, along with customer support and instructional materials and technical support for maintenance. Contractor's Services for seven fire stations will be as described in the Contractor's response to RFP No. 2024-0074-PSD/TJ (see Attachment A).

2. **ADDITIONAL SERVICES**

A. The parties agree that all tasks in Section 1 (Contractor's Services) will be completed to the County's satisfaction and for the amount stated in Section 3 (Compensation, Invoicing and Set-off).

B. The County may request changes in the Contractor's Services. Any changes to the Contractor's Services must be made by written amendment.

3. **COMPENSATION, INVOICING AND SET-OFF**

A. The Contractor will be compensated as follows.

- 1) The total compensation payable to the Contractor for this term of this Agreement will not exceed **\$360,000.00**, *exclusive* of NM GRT.

- 2) The amount is a maximum and not a guarantee that the Services to be performed by the Contractor under this Agreement will equal the amount stated above. The parties do not intend for the Contractor to continue to provide services without compensation when the total compensation amount is reached. The County will notify the Contractor when the services provided under this Agreement reach the total compensation amount. In no event will the Contractor amount without this agreement being amended in writing.

B. The Contractor will submit a written request for payment to the County when payment is due under this Agreement. Upon the County's receipt of the written request, the County will issue a written certification of complete or partial acceptance or rejection of the services for which payment is sought.

- 1) The County's representative for certification of acceptance or rejection of services is Jacob Black, Fire Chief, jblack@santafecountynm.gov (505) 992-3083, or such other individual as may be designated in the absence of the County representative.
- 2) Within 30 days of the issuance of the certification accepting the services, the County will make payment for the services. If the County does not issue payment for accepted services within 30 days of the certification by the County, the County will pay a late payment fee of 1.5% per month until the amount due is paid in full.

C. If the Contractor breaches this Agreement, the County may, without penalty, withhold payments due the Contractor for the purpose of set-off damages it suffered as a result of the breach.

D. The County's payment to the Contractor will not foreclose the County's right to recover excessive or illegal payment.

4. EFFECTIVE DATE AND TERM

This Agreement will become effective on the date of last signature by the parties and will terminate one year from that date, unless earlier terminated under section 5 (Termination) or 6 (Appropriations and Authorizations). After the initial term the parties may agree to extend the term in one-year increments not to exceed four years total.

5. TERMINATION

A. Termination of Agreement for Cause. Either party may terminate this Agreement based upon a breach by the other party. The non-breaching party must give the breaching party written notice of termination specifying the grounds for the termination. The termination will be effective 30 days from the breaching party's receipt of the notice of termination, during which time the breaching party will have the right to cure the breach. If, however, the breach cannot with

due diligence be cured within 30 days, the breaching will have a reasonable time to cure the breach, provided that, within 30 days of its receipt of the written notice of termination, the breaching party began to cure the breach and advised the non-breaching party in writing that it intended to cure.

B. Termination for Convenience of the County. The County may terminate this Agreement at any time for any reason or no reason, by giving the Contractor written notice of termination. The notice must state the effective date of termination, which must not be less than 15 days from the Contractor's receipt of the notice. The County will pay the Contractor for acceptable services performed before the effective date of termination. The County will not be liable for any services performed by the Contractor after the date of termination.

6. APPROPRIATIONS AND AUTHORIZATIONS

The County's performance of the obligations under this Agreement is contingent upon sufficient appropriations and authorizations by the Board of County Commissioners of Santa Fe County, and if state funds are involved, the Legislature of the State of New Mexico. If sufficient appropriations and/ or authorizations are not made in this or future fiscal years, this Agreement must terminate upon written notice by the County to the Contractor. A termination for non-appropriations or lack of authority will be without penalty to the County, and the County will not be required to reimburse the Contractor for expenditures made in the performance of this Agreement. The County is not committed to the expenditure of any funds until such time as they are programmed, budgeted, encumbered and approved for expenditure by the County. The County's decision regarding appropriations and authorization will be final and will not be subject to challenge by the Contractor in any way, or forum, including a lawsuit.

7. INDEPENDENT CONTRACTOR

The parties intend that the Contractor and its agents and employees will be independent contractors and not employees or agents of the County. Accordingly, the Contractor and its agents and employees will not accrue leave, participate in retirement plans, insurance plans, or liability bonding, use County vehicles, or participate in any other benefits afforded to County employees. Except as may be authorized in this Agreement, the Contractor has no authority to bind, represent, or otherwise act on behalf of the County.

8. ASSIGNMENT AND SUBCONTRACTING BY THE CONTRACTOR

A. The Contractor must not assign or transfer any interest in this Agreement or assign any claims for money due under this Agreement without the advance written approval of the County. Any attempted assignment or transfer in violation of this Agreement will be void.

B. The Contractor must not subcontract or delegate any portion of the services without the advance written approval of the County. Any attempted subcontract or delegation by the Contractor to a non-party in violation of this Agreement will be void.

9. CONTRACTOR'S PERSONNEL

A. The services in section 1 (Contractor's Services) must be performed by the Contractor or under its supervision.

B. The Contractor states that it has, or will secure at the Contractor's expense, all personnel required to perform the services and obligations under this Agreement. Such personnel must not be employees of or have any contractual relationship with the County, and must be qualified and licensed by federal, state and local law to perform the services.

10. RELEASE

The Contractor's receipt of payments due under this Agreement serves as a release of the County, its elected officials, officers, agents and employees from all liabilities, claims, and obligations arising from this Agreement.

11. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement must be kept confidential and not be made available to any individual or organization by the Contractor without the prior written approval of the County.

12. PUBLICATION, REPRODUCTION, AND USE OF MATERIAL; COPYRIGHT

A. The County has the unrestricted right to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other material prepared under or pursuant to this Agreement.

B. The Contractor acknowledges and agrees that any material produced in whole or in part under or pursuant to this Agreement is a work made for hire. Accordingly, to the extent that any such material is copyrightable in the United States or in any other country, the County will own any such copyright.

13. CONFLICT OF INTEREST

The Contractor represents that it has no and will not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

14. AMENDMENT

This Agreement may not be modified, altered, changed, or amended orally. To be valid any amendment to this Agreement must be in writing signed by the parties.

15. ENTIRE AGREEMENT; INTEGRATION

This Agreement incorporates all the agreements and understandings between the parties and all agreements and understandings are merged into this Agreement. No prior or contemporaneous agreements or understandings, verbal or otherwise, of the parties will be valid or enforceable unless embodied in this Agreement.

16. NOTICE OF PENALTIES

The Procurement Code, NMSA 1978, Sections 13-1-28, imposes civil and criminal penalties for its violation. In addition, New Mexico criminal statutes impose felony penalties for bribes, gratuities, and kickbacks.

17. EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE

A. The Contractor agrees to abide by federal, state, local laws, ordinances, and rules and regulations pertaining to equal employment opportunity and unlawful discrimination. The Contractor must not discriminate against any person with regard to employment with the Contractor or participation in any program or activity offered pursuant to this Agreement on the grounds of race, age, religion, color, national origin, ancestry, sex, physical or mental handicap, serious medical condition, spousal affiliation, sexual orientation, or gender identity.

B. The Contractor acknowledges that failure to comply with this section will constitute a breach of this Agreement.

18. GOVERNING LAW

A. The Contractor will comply with all applicable laws, ordinances, and regulations, including Santa Fe County Ordinance 2014-1 (Establishing a Living Wage).

B. This Agreement will be construed in accordance the laws of the State of New Mexico without regard to its choice of law rules. The Contractor acknowledges that the exclusive forum for any litigation related to this Agreement will be state district courts of New Mexico, located in Santa Fe County.

19. RECORDS AND INSPECTIONS

A. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to the County as part of the procurement process, the Contractor agrees to (i) maintain such books and records for a period of six years from the date of final payment under this Agreement; (ii) allow the County or its designee to audit such books and records at reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with generally accepted accounting principles (GAAP).

B. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to County as part of the procurement process, the Contractor also agrees to require any subcontractor it may hire to perform its obligations under this Agreement to (i) maintain such books and records during the term of this Agreement and for a period of six years from the date of final payment under the subcontract; (ii) to allow the County or its designee to audit such books and records at reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with GAAP.

20. INDEMNIFICATION

A. The Contractor shall indemnify the County and its elected officials, agents, and employees from any liabilities, damages, demands, suits, costs or expenses, including court costs and legal fees, resulting from the Contractor's performance or non-performance of its obligations under this Agreement.

B. The County may control and participate in the defense of any demand, suit, or cause of action that relate to the County. No matter will be settled without the County's consent. Consent must not be unreasonably withheld.

C. The Contractor's obligations under this indemnification section will not be limited by the terms of the insurance policy the Contractor is required to maintain under this Agreement.

21. SEVERABILITY

If any provision of this Agreement is held invalid or non-enforceable by a court of competent jurisdiction, other provisions will not be affected and will remain valid and enforceable.

22. NOTICES

Notice required to be given to either party must be in writing and delivered in person, by courier service or by U.S. mail, either first class or certified, return receipt requested, postage prepaid, to:

To the County: Santa Fe County Public Safety Department
Attn: Jacob Black, Fire Chief
#35 Camino Justicia
Santa Fe, New Mexico 87508
(505) 992-3083
jblack@santafecountynm.gov

To the Contractor: BRYX, Inc.
David Thomas, President and CEO
59 Halstead St.
Rochester, New York 14610
(408) 406-2808
david@bryx.com

23. CONTRACTOR REPRESENTATIONS

The Contractor hereby represents and warrants that:

A. This Agreement is duly authorized by the Contractor, the person signing this Agreement has authority to do so, and, once signed by the Contractor, this Agreement will constitute a binding obligation of the Contractor.

B. The terms of this Agreement do not conflict with Contractor's corporate agreement or any statement that may be filed with the New Mexico Secretary of State.

C. The Contractor is legally registered and is properly licensed by the State of New Mexico to provide the services and will maintain such registration and licensure for the term of this Agreement.

24. FAX OR ELECTRONIC SIGNATURE

A fax or electronic signature will have the same force and effect as an original signature.

25. NO THIRD-PARTY BENEFICIARIES

The parties do not intend by this Agreement to create any rights in any non-parties.

26. CONTRACTOR'S INSURANCE

A. General Conditions. Contractor will submit evidence of insurance as is required below. Policies of insurance must be written by companies authorized to write such insurance in New Mexico.

B. General Liability Insurance, Including Automobile. Contractor will maintain during the term of this Agreement a comprehensive general liability and automobile insurance policy and liability limits in amounts not less than \$1,050,000 combined single limits of bodily injury, including death, and property damage for any one occurrence. Said policies of insurance will include coverage for all operations performed for the County by the Contractor; coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment both on and off work; and contractual liability coverage under which this Agreement is an insured contract. Santa Fe County must be named additional insured on the policy.

C. Workers' Compensation Insurance. Contractor will comply with the provisions of the Workers' Compensation Act.

D. Errors and Omissions Insurance. Contractor must procure and maintain during the term of this Agreement professional liability (errors and omissions) insurance with policy limits of not less than \$1,500,000.00 per claim, \$2,500,000.00 per aggregate.

E. Increased Limits. If, during the life of this Agreement, the Legislature of the State of New Mexico increases the maximum limits of liability under the Tort Claims Act, NMSA 1978, Section 41-4-1, the Contractor will increase the maximum limits of its insurance.

27. PERMITS AND FEES

Contractor will procure all permits, licenses, and pay all fees associated with the performance of the Services and the Contractor's obligations under this Agreement.

28. NEW MEXICO TORT CLAIMS ACT

No provision of this Agreement will modify or waive the sovereign immunity or limitation of liability enjoyed by County or its public employees at common law or under the Tort Claims Act.

29. CAMPAIGN CONTRIBUTION DISCLOSURE FORM

The Contractor must complete and submit simultaneous with signing this Agreement, the Santa Fe County Campaign Contribution Disclosure form.

30. CONTRACTOR'S AGENT FOR SERVICE OF PROCESS

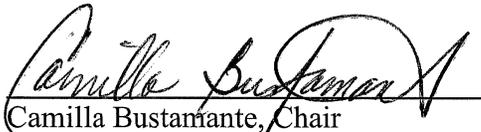
The Contractor appoints Northwest Registered Agent, Inc., 1209 Mountain Road Pl NE, Suite N, Albuquerque, New Mexico 87110, as its agent for service of process. The Contractor acknowledges that service on the agent will have the same effect as though the Contractor were personally served within the state of New Mexico.

31. SURVIVAL

The provisions of the following paragraphs will survive termination of this Agreement: Indemnification, Records and Inspection; Release; Confidentiality; and Choice of Law.

The parties execute this Agreement as of the date of last signature by the parties.

SANTA FE COUNTY:



Camilla Bustamante, Chair
Santa Fe County Board of County Commissioners

ATTESTATION:



Katharine E. Clark
Santa Fe County Clerk

10/02/2025
Date

Approved as to form:

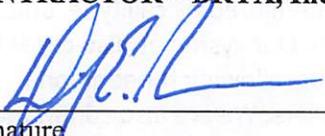
Roberta D. Joe for W.B.

9/15/2025

Walker Boyd
Santa Fe County Attorney

Date

CONTRACTOR – BRYX, Inc.


Signature

10/20/25
Date

ATTACHMENT A

RESPONSE TO SPECIFICATIONS

Non-Audible Alerts

Define and implement various non-audible alert mechanisms (e.g., vibration, LED lights, or other sensory signals).		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx supports using multi-colored LED lights throughout the station to alert of incoming calls. The colors can be configured by call type, units assigned, or other relevant call information. Our system is also capable of tying into many other systems when alerting, allowing for additional non-audible alerts via vibration or bed shakers. We are also continuously improving and adding new features to enhance our platform, and non-audible alerts continue to be a focus for us.	

Ensure the system can prioritize different alert levels and deliver them to firefighters in real time.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx can handle any number of alert levels, and dispatch to all required stations in less than a second after receiving the data from CAD. Any stations receiving multiple calls will queue up the calls and alert them in priority order.	

Integration

Specify how the system will interface with current communication hardware and software.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply

Comment:	Bryx Station can interface with existing radio-based alerting equipment via physical interface (i.e. contact closure, etc.) as well as with the CAD directly via API. Bryx supports a variety of transport mechanisms, including HTTPS, file drop, SNPP, and SMTP - simultaneously. Bryx has previously engaged with CentralSquare with different varieties of their CAD software. By utilizing radio and CAD interfaces simultaneously, Bryx will establish two redundant dispatching circuits to drive in-station alerting equipment. The highly available cloud infrastructure will support the CAD interface to "five-nines" (99.999%) reliability.
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Confirm compatibility and interoperability with existing firefighter equipment and established protocols.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx Station is intended to be workflow agnostic and user-friendly, integrating with existing dispatch workflows and protocols and augmenting firehouse procedures as much (or as little) as desired by the department.	

Functionality

Detail the types of alerts (e.g., emergency signals, status updates, condition-specific notifications) and how they will be prioritized.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	The Bryx Station Alerting System can alert for any kind of information provided to our system through CAD. Custom alerts can also be initiated from the provided Station Monitoring Software. Alerts are primarily prioritized by the order in which they are received, however custom ordering for multiple received alerts is available for configuration.	

Outline mechanisms for reliability and fail-safe operation in high-pressure environments.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply



Comment:	Bryx supports multiple levels of redundancy within the Station Alerting System. The Control Unit supports dual power input, and Bryx provides an Uninterruptable Power Supply to cover power outages or interruptions. The Control Unit has an embedded cellular modem to provide network connectivity backup via 5g in the event the primary network goes down. The Control Unit also supports numerous backup alerting options, including two tone detection, radio data channel integration, or other options contingent on what is available at each Station.
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Delivery and Installation

Coordinate with the chosen vendor for system delivery, installation, and initial configuration.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx will provide a fully turnkey solution, which includes installation, configuration and go-live provided by Bryx installers.	

Define acceptance criteria and testing procedures to confirm system functionality.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Testing procedures and acceptance criteria, derived from the customer's desired preferences and configuration. Testing will be completed with stakeholders/representatives to a mutually defined checklist and signed off by an agency representative and a Bryx representative. If the agency desires to "drive" the testing and acceptance procedure, Bryx is happy to accommodate.	

Training

Provide comprehensive training to firefighters and staff on proper usage, maintenance, and troubleshooting.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Training will be provided to representatives from the agency and/or dispatch center(s), as well as any other individuals designated by the agencies involved. See following section, "Project Approach: Training".	

Supply user manuals, quick reference guides, and other instructional materials as needed.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Documentation will be provided during the training and on-boarding process, covering system use, accessing support, etc.	

Documentation

Distribute thorough system documentation, covering installation, configuration, operation, and maintenance guidelines.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Technical documentation (“as-built documentation”) will be created and provided to the agency as well as standard documentation for configuration options and settings, maintenance and update procedures, etc.	

Technical Support and Maintenance

Ensure ongoing technical support to address issues post-installation.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx prides itself in providing the best customer support in the industry and provides avenues for customers to reach support engineers at all hours for critical issues. See the following section: “Customer Support”.	

Develop and present a maintenance schedule to preserve long-term system effectiveness.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Due to the cloud-based architecture, most system maintenance is handled by Bryx without any need for customer involvement. Station Control Units periodically receive software updates over-the-air which can also be applied by the agency or by Bryx Support remotely via web interface. Cloud maintenance is performed regularly to apply updates as they are released.	



Information Technology (IT) Requirements

Provide detailed specifications on hardware interfaces (e.g., ports, inputs) and the operating systems used for each device.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Each Station Control Unit runs a Debian operating system with a read-only filesystem managed by libostree for stability, security, and atomic upgrades. Each SCU has redundant power supplies (120VAC input), two ethernet NICs (one for uplink, one for a peripheral network), one SIM card slot, a GPIO module (low-voltage inputs/outputs for connecting external devices, such as doorbells or bedshakers), DisplayPort output for Station Board display, as well as USB-A ports for optional peripherals, such as radio interface. Dedicated Station Board "Kiosk" devices are headless minicomputers also running Debian with 5VDC power input, microHDMI output, ethernet, and USB-C.	

If network connectivity is required, outline how Wi-Fi or other methods will be used securely and reliably.		
Response:	<input checked="" type="checkbox"/> Will Comply	<input type="checkbox"/> Will Not Comply
Comment:	Bryx Station requires only one ethernet port for IP uplink and primary connectivity. Bryx Station includes an onboard 4G LTE cellular modem for redundant internet connectivity with a provided SIM card that can be swapped by the department if desired. In the event the primary interface falls offline, the Station Control Unit will automatically switch to routing through cellular service.	

PROJECT APPROACH AND METHODOLOGY

We are confident that our approach meets your unique needs and offers the most cost-effective and hassle-free system implementation.

To successfully implement a full-featured station alerting system, Bryx will take a software-only approach to make things **easier and more secure** for the department. With the exception of the station control unit and GPIO unit that resides in each station, and the CAD interface hardware (if applicable) the Bryx platform is a 100% cloud-based solution, allowing for easy feature customization and a hassle-free installation.

For example, while other alerting solutions require custom lighting fixtures and speakers, we utilize commercial off-the-shelf components and connect to your commercial public address system to deliver **heart-friendly** audio and lighting as described in the scope of services.

To ensure the project tasks and deliverables are completed on schedule and within budget, Bryx will schedule progress meetings to discuss project status, communicate any issues, and address any questions. We will also offer various payment options to meet the needs of your Finance/Procurement department.

During the design and installation phases, we will be in daily contact with our head of station alerting and consistently testing lights and the status of station control units. All monitoring and reporting details will be provided during progress meetings.

To minimize risk and ensure high-quality installations, we continue to work with experienced installers who have successfully installed our system at numerous departments. Our installers will also be able to answer any questions you may have during the installation phase. Installers are supervised by our on-staff field Engineer and Vice President of Engineering.

As all previous projects of similar size and scope have been completed within the original time frame and budget, we are confident that we will meet and exceed the project goals and objectives.

PROPOSED PRODUCTS/SERVICES

Bryx's Lead Installer and Field Engineer will work hand in hand with department designees and officers at each station during the installation process.

Once the project is awarded, a conference call/video call will be set up from Bryx with Santa Fe County. Our primary method is flexible but we typically use Zoom or Google Meet to achieve this communication. In addition, the Bryx Project Manager and Field Technician will visit each site to complete detailed walkthroughs and ensure proper infrastructure is in place for a smooth installation. Bryx Station Control Unit locations require dedicated power and a CAT6 port. All equipment will be co-located with the station amplifier in a 12U size, lockable network rack.

BRYX STATION ALERTING provides a state of the art system utilizing commercial off-the-shelf (COTS) technologies to reduce costs without sacrificing performance or responsiveness. Combining the latest in software engineering with a high standard of functionality, Bryx Station provides a full solution for any department. Bryx Station is an Internet Protocol (IP) based alerting solution that must connect to the Bryx Cloud Servers to receive the data necessary to alert the station.

NETWORK TRAFFIC

The station control unit does not need access to, and will not access, any internal network or intranet of the department, agency, or municipality that it is installed in. All access required to alert the station is retrieved from the outside internet. As such, wherever possible, it is recommended to set up a private, secure, VLAN for the Station Control Unit and open it up to all outbound traffic. If that is not possible, then at a minimum a select number of domains/IPs and ports will need to be allowed. Because IPs are not fixed, and many services utilize content delivery services, it is recommended that domains, not IP addresses be whitelisted for HTTP/HTTPS traffic.

Bryx, Inc will provide all components of our full-featured station alerting system as outlined in the cost summary table. Bryx, Inc. will complete a full installation of the system. After installation is complete, a walkthrough, live testing and approval will be completed.

PROJECT APPROACH

Training

Bryx recommends a “train-the-trainer” approach to empower department users to learn the product and educate their peers. In-Person training will be provided prior to Go-Live day for whomever the Department wants to be trained.

- Operator training shall be provided to the dispatchers and their supervisors as needed.
- The training schedule will be completed on-site as coordinated with the Customer
- System maintenance, programming and troubleshooting training shall be provided for the Customer
- Given the design of the Bryx platform and architecture, very little training is required. Most of the training will be focused on walking end users through our Bryx Management Site and Bryx Dispatch Site
- Bryx will provide on-site and remote one-hour training classes, as needed, for staff and staff trainers at no additional cost
- Bryx believes that providing training for basic troubleshooting of possible hardware issues, coupled with readily accessible telephone and email support, means that most issues can be diagnosed and resolved promptly without the need for an on-site technician
- Even in the case of a hardware replacement, control units and their peripherals are “plug and play” - this means that training and documentation allow for the department to resolve issues with the direction of Bryx engineering staff



CUSTOMER SUPPORT

OVERVIEW OF INCLUDED SUPPORT, SERVICE AND MAINTENANCE

As part of the service and maintenance agreement, Bryx provides the following services for customer support for the duration of the agreement:

- 24/7/365 email and telephone support for any critical failures resulting in the inability of one or multiple Station Control Units, including radio interfaces, to receive and disseminate alerts via all available CAD interfaces and backup alerting pathways.
- Email and telephone support Monday through Friday during normal business hours. Bryx's normal business hours are 9:00 am to 6:00 pm Eastern.
- Any future software updates for Station Control Units, connected Bryx peripherals, and Bryx web applications.

EMAIL AND TELEPHONE SUPPORT

- Email and telephone support is provided by both a team of Engineers dedicated to Customer Support, as well as escalation to Senior Engineering staff, as necessary. Support is provided by staff based out of our offices in Rochester, NY in the Eastern time zone.
- Support Engineers are capable of resolution of most issues and triage of critical issues requiring more engineering resources. A phone queue system is in place to answer all calls during business hours and are answered in the order in which they are received.

AFTER-HOURS SUPPORT

- If a critical failure (defined as the inability of all alerting methods in one or more stations, including radio interfaces, to receive and disseminate alerts) occurs outside of normal business hours, customers will have the ability to "raise an alarm" with on-call Engineering staff at all hours for immediate response. Instructions will be provided on how to do so.
- If a customer raises an alarm for a critical failure and the on-call Engineer discovers there is not a critical failure, the issue will be addressed the next business day.

ON-SITE SUPPORT

- The Bryx Station solution is designed such that most support requests can be resolved with remote updates or configuration changes affecting the software, and the minimal hardware footprint means that hardware failures are unlikely.
- Nonetheless, for any required issues, Bryx will send a field engineer.

The table below summarizes Bryx, Inc.'s standard Service Level Agreement Terms:

Level	Name	Description	Example	SLA
1	Critical	Overall system is not functional	The station alert system is offline, not processing calls, or otherwise in a failed state	Typical: 1 hour Initial: 4 hours
2	Major	System is moderately impacted	One component of the system is not functioning, such as a light or a single speaker	Initial: 12 work hours
3	Minor	System is operational, workaround is in place	Primary internet is down(unexplained outage) but backup cell is working	Initial: 1 Work day
4	Low	General error or question	Password Reset, SCU translation updates or Audio Configuration	Initial: 3 work days

Hardware Warranty

Bryx warrants that the Bryx Station Hardware provided in connection with the Scope of Services will be free of defects in materials and workmanship upon installation. For all Bryx Proprietary Equipment (most notably the Bryx Station Control Unit), Bryx provides a lifetime warranty on the hardware throughout the duration of an active Service & Maintenance agreement. In the event any Bryx Proprietary hardware component of the Bryx Station system fails or malfunctions, Bryx will provide replacement hardware component(s) when necessary. For all Commercially Available Equipment included in the Bryx Station, Bryx provides a warranty period through the manufacturer's warranty period.

Software Warranty

"Station Software" means all software, firmware, and databases created by Bryx for the Bryx Station system. Bryx grants the customer a non-exclusive, perpetual license to use the Station Software only in connection with *Bryx Station* and solely for the Customer's internal business use. Bryx warrants that Station Software developed by Bryx, under normal use and service as originally delivered to the Customer, will function substantially in accordance with the functional description in the Scope of Services.

PRICING SUMMARY

Following the completion of onsite walkthroughs of each station, discussions with key stakeholders in the Fire Station Alerting project, and our experience with existing customers of similar size and complexity, Bryx has updated the project scope and pricing for Santa Fe County, New Mexico. Consistent with the Request for Proposal, in which Santa Fe County has requested a non-audible alerting system, the proposed scope of work emphasizes our visual/lighting alerting products, Bryx Station Board, LED turnout timers, and bed shaker alarms. We understand the unique needs of every customer and each station and seek to provide a custom, tailored fire station alerting solution. At your request, Bryx can modify the final scope of work to expand the alerting capabilities or meet required budgetary needs.

The Pricing Summary below includes the 7 Fire Stations within Santa Fe County that our system has been requested to be installed in. The subsequent pages of this proposal include the detailed, line-by-line project scope within each station. All pricing does not include any applicable sales taxes or other similar taxes.

Bryx Proprietary Equipment				
	Item	Quantity	Unit Price	Total
	Bryx Station Control Unit	7	\$27,000	\$189,000
	Bryx Audio Zone Controller	10	\$750	\$7,500
	Total Bryx Proprietary Equipment			\$196,500
Bryx Commercially Available Equipment				
	12U Rack Mount Enclosure	7	\$750	\$5,250
	Dorm Remote	7	\$1,000	\$7,000
	Volume Attenuator with Override	13	\$150	\$1,950
	Recessed LED Ceiling Light	102	\$250	\$25,500
	LED Strip Light	5	\$250	\$1,250
	Outdoor Flood Light	14	\$500	\$7,000
	Bryx Station Board Kiosk for Existing Monitor	12	\$500	\$6,000
	Turnout Timer Shot Clock	7	\$1,000	\$7,000
	Push Button Doorbell	7	\$750	\$5,250
	Bed Shaker Alarm	44	\$200	\$8,800
	Total Commercially Available Equipment			\$75,000
	Installation (Labor & Materials)	7	\$9,500	\$66,500
	<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in each station.</i>			
	Annual Service & Maintenance	7	\$3,000	\$21,000
	System Training Program - No Additional Cost			\$0
	Total			\$359,000



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PRICING BY STATION

Station 50

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment			
Item	Quantity	Unit Price	Total
Bryx Station Control Unit	1	\$27,000	\$27,000
Bryx Audio Zone Controller	2	\$750	\$1,500
Total Bryx Proprietary Equipment			\$28,500
Bryx Commercially Available Equipment			
12U Rack Mount Enclosure	1	\$750	\$750
Dorm Remote	1	\$1,000	\$1,000
Volume Attenuator with Override	8	\$150	\$1,200
Recessed LED Ceiling Light	13	\$250	\$3,250
LED Strip Light	2	\$250	\$500
Outdoor Flood Light	2	\$500	\$1,000
Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000
Turnout Timer Shot Clock	1	\$1,000	\$1,000
Push Button Doorbell	1	\$750	\$750
Bed Shaker Alarm	8	\$200	\$1,600
Total Commercially Available Equipment			\$12,050
Installation (Labor & Materials)		\$9,500	\$9,500
<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>			
Annual Service & Maintenance		\$3,000	\$3,000
Station Total			\$53,050



PRICING BY STATION

Station 52

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment				
Item	Quantity	Unit Price	Total	
Bryx Station Control Unit	1	\$27,000	\$27,000	
Bryx Audio Zone Controller	1	\$750	\$750	
Total Bryx Proprietary Equipment			\$27,750	
Bryx Commercially Available Equipment				
12U Rack Mount Enclosure	1	\$750	\$750	
Dorm Remote	1	\$1,000	\$1,000	
Volume Attenuator with Override	5	\$150	\$750	
Recessed LED Ceiling Light	15	\$250	\$3,750	
LED Strip Light	1	\$250	\$250	
Outdoor Flood Light	2	\$500	\$1,000	
Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000	
Turnout Timer Shot Clock	1	\$1,000	\$1,000	
Push Button Doorbell	1	\$750	\$750	
Bed Shaker Alarm	5	\$200	\$1,000	
Total Commercially Available Equipment			\$11,250	
Installation (Labor & Materials)		\$9,500	\$9,500	
<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>				
Annual Service & Maintenance		\$3,000	\$3,000	
Station Total			\$51,500	



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PRICING BY STATION

Station 60

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment			
Item	Quantity	Unit Price	Total
Bryx Station Control Unit	1	\$27,000	\$27,000
Bryx Audio Zone Controller	2	\$750	\$1,500
Total Bryx Proprietary Equipment			\$28,500
Bryx Commercially Available Equipment			
12U Rack Mount Enclosure	1	\$750	\$750
Dorm Remote	1	\$1,000	\$1,000
Volume Attenuator with Override	0	\$150	\$0
Recessed LED Ceiling Light	18	\$250	\$4,500
LED Strip Light	0	\$250	\$0
Outdoor Flood Light	2	\$500	\$1,000
Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000
Turnout Timer Shot Clock	1	\$1,000	\$1,000
Push Button Doorbell	1	\$750	\$750
Bed Shaker Alarm	8	\$200	\$1,600
Total Commercially Available Equipment			\$11,600
Installation (Labor & Materials)		\$9,500	\$9,500
<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>			
Annual Service & Maintenance		\$3,000	\$3,000
Station Total			\$52,600



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PRICING BY STATION

Station 61

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment				
Item	Quantity	Unit Price	Total	
Bryx Station Control Unit	1	\$27,000	\$27,000	
Bryx Audio Zone Controller	1	\$750	\$750	
Total Bryx Proprietary Equipment			\$27,750	
Bryx Commercially Available Equipment				
12U Rack Mount Enclosure	1	\$750	\$750	
Dorm Remote	1	\$1,000	\$1,000	
Volume Attenuator with Override	0	\$150	\$0	
Recessed LED Ceiling Light	11	\$250	\$2,750	
LED Strip Light	0	\$250	\$0	
Outdoor Flood Light	2	\$500	\$1,000	
Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000	
Turnout Timer Shot Clock	1	\$1,000	\$1,000	
Push Button Doorbell	1	\$750	\$750	
Bed Shaker Alarm	6	\$200	\$1,200	
Total Commercially Available Equipment			\$9,450	
Installation (Labor & Materials)		\$9,500	\$9,500	
<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>				
Annual Service & Maintenance		\$3,000	\$3,000	
Station Total			\$49,700	



PRICING BY STATION

Station 62

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment			
Item	Quantity	Unit Price	Total
Bryx Station Control Unit	1	\$27,000	\$27,000
Bryx Audio Zone Controller	1	\$750	\$750
Total Bryx Proprietary Equipment			\$27,750
Bryx Commercially Available Equipment			
12U Rack Mount Enclosure	1	\$750	\$750
Dorm Remote	1	\$1,000	\$1,000
Volume Attenuator with Override	0	\$150	\$0
Recessed LED Ceiling Light	13	\$250	\$3,250
LED Strip Light	2	\$250	\$500
Outdoor Flood Light	2	\$500	\$1,000
Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000
Turnout Timer Shot Clock	1	\$1,000	\$1,000
Push Button Doorbell	1	\$750	\$750
Bed Shaker Alarm	5	\$200	\$1,000
Total Commercially Available Equipment			\$10,250
Installation (Labor & Materials)		\$9,500	\$9,500
<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>			
Annual Service & Maintenance		\$3,000	\$3,000
Station Total			\$50,500



PRICING BY STATION

Station 80

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment				
	Item	Quantity	Unit Price	Total
	Bryx Station Control Unit	1	\$27,000	\$27,000
	Bryx Audio Zone Controller	1	\$750	\$750
Total Bryx Proprietary Equipment				\$27,750
Bryx Commercially Available Equipment				
	12U Rack Mount Enclosure	1	\$750	\$750
	Dorm Remote	1	\$1,000	\$1,000
	Volume Attenuator with Override	0	\$150	\$0
	Recessed LED Ceiling Light	14	\$250	\$3,500
	LED Strip Light	0	\$250	\$0
	Outdoor Flood Light	2	\$500	\$1,000
	Bryx Station Board Kiosk for Existing Monitor	0	\$500	\$0
	Turnout Timer Shot Clock	1	\$1,000	\$1,000
	Push Button Doorbell	1	\$750	\$750
	Bed Shaker Alarm	4	\$200	\$800
Total Commercially Available Equipment				\$8,800
	Installation (Labor & Materials)		\$9,500	\$9,500
	<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>			
	Annual Service & Maintenance		\$3,000	\$3,000
Station Total				\$49,050



PRICING BY STATION

Station 70

The detailed scope of work and pricing for this station is included below:

Bryx Proprietary Equipment				
	Item	Quantity	Unit Price	Total
	Bryx Station Control Unit	1	\$27,000	\$27,000
	Bryx Audio Zone Controller	2	\$750	\$1,500
Total Bryx Proprietary Equipment				\$28,500
Bryx Commercially Available Equipment				
	12U Rack Mount Enclosure	1	\$750	\$750
	Dorm Remote	1	\$1,000	\$1,000
	Volume Attenuator with Override	0	\$150	\$0
	Recessed LED Ceiling Light	18	\$250	\$4,500
	LED Strip Light	0	\$250	\$0
	Outdoor Flood Light	2	\$500	\$1,000
	Bryx Station Board Kiosk for Existing Monitor	2	\$500	\$1,000
	Turnout Timer Shot Clock	1	\$1,000	\$1,000
	Push Button Doorbell	1	\$750	\$750
	Bed Shaker Alarm	8	\$200	\$1,600
Total Commercially Available Equipment				\$11,600
	Installation (Labor & Materials)		\$9,500	\$9,500
	<i>Includes the installation of new audio wiring for zoned audio functionality to existing speakers in the station.</i>			
	Annual Service & Maintenance		\$3,000	\$3,000
Station Total				\$52,600

