

PSAP Backup Plan

Request for Backup Plan Approval

PSAP Name: Cherokee County 911 Communications

PSAP Plan Contact (title/telephone number/email address):

Theresa Creasman 911 Supervisor, Theresa.creasman@cherokeecounty-nc.gov 828-835-4965

Mark Thigpen Chief Deputy, mark.thigpen@cherokeecounty-nc.gov 828-837-2589

Location

Where is the Primary PSAP located (street address)?

577 Regal Street Murphy, NC 28906 (Cherokee County Sheriff's Office)

Where is the Backup PSAP located (street address)?

59 Hiwassee Street, Murphy NC 28906

What other departments are located in the Backup PSAP facility?

Cherokee County Building and Code Enforcement, EMS Director, Emergency Management

How far is the Primary PSAP from the Backup PSAP in airline miles? (There is currently no defined distance requirement but a one mile minimum is a reasonable expectation.)

1.5 miles with 4 different routes to get to the Backup PSAP.

Please attach a geographical (such as a google) map showing the primary location and backup location. See Attached

Positions/Workstations

How many telecommunicator positions are in the Primary PSAP? 3

How many telecommunicator positions are normally manned in the Primary PSAP? 2 at the current time. One Swing shift 12p to 12a covers 6 hours on two of the shifts.

Can you staff for more positions to handle peak workloads in the Primary PSAP? No

How many additional positions are used during peak workloads in the Primary PSAP? None

How many telecommunicator positions are in the Backup PSAP? 3

How many telecommunicator positions will be manned in the Backup PSAP? 3

Can you staff for more positions to handle peak workloads in the Backup PSAP? 1

PSAP Backup Plan

Equipment

Please describe the make and model of the telephone switch in the Primary PSAP.

Moducom model number is "Ultra-com IP"

Preparing to switch to AVETEC

Please describe the make and model of the telephone switch in the Backup PSAP.

Airbus Vesta 911 lease for both the Primary and Backup PSAP

Please describe the make and model of the CAD in the Primary PSAP Spillman 6.3 currently,

Sothorn Software was purchased 03/24/2016 and scheduled for install by June 2016

Please describe the make and model of the CAD in the Backup PSAP.

Spillman 6.3 currently, Sothorn Software was purchased 03/24/2016 and scheduled for install by June 2016

Please describe the make and model of the recorder in the Primary PSAP.

Eventide, MediaWorks Plus Version 2.4 (NexLog Communications) 32 Channel Vendor is Carolina Recording Systems.

Please describe the make and model of the recorder in the Backup PSAP.

Eventide, MediaWorks Plus Version 2.4 (NexLog Communications) 32 Channel Vendor is Carolina Recording Systems.

Radio Equipment

What equipment in the Backup PSAP will be used to dispatch 911 calls?

Currently Moducom with plans to lease Avtec in the 2016/2017 budget cycle

How will the radio equipment in the Backup PSAP connect to the radio network?

All radios in the backup will operate the same as the primary PSAP They are standalone transmit and receive radios located in racks in the equipment room with transmit and receive antennas located at the backup site.

Network

How many 911 trunks are currently in the Primary PSAP and who is the carrier? 8/Frontier

How many admin lines are currently in the Primary PSAP and who is the carrier? 4/Frontier

PSAP Backup Plan

How many 911 trunks will be in Backup PSAP and who is the carrier? **8/Frontier**
How many admin lines will be in the Backup PSAP and who is the carrier? **4/Frontier**
What is the process to re-route 911 trunks from the Primary PSAP to the Backup PSAP?
The system will be Geo-Diverse and live at both sites.
How long will it take to re-route 911 trunks from the Primary PSAP to the Backup PSAP? **The system will be Geo-Diverse and live at both sites.**

How will the Primary PSAP be network connected to the Backup PSAP?
Who is the carrier? **Blue Ridge Mountain fiber network.**
What is the bandwidth? **100 MEGs**

Commented [BTG1]: 100 meg is overboard for this amount of data. We will only pay for a total of 50mb.

How will this network connection between the Primary PSAP to the Backup PSAP be used? For instance will it be used to keep the CAD data current at both locations? Will it be used to carry 911 calls from the B side of the switch at the backup location to the A side at the Primary location? **Geo-redundant CAD servers at both location will sync data across the fiber network. 911 Calls will come into either center via Frontier infrastructure, independent of the fiber connectivity.**
Will other applications be running on this network connection? **Other Applications will be used across this fiber connectivity, to include all county-specific applications that 911 needs to operate effectively. CAD Addressing, GIS Mapping, Etc.**

Interim PSAP

Who will answer your 911 calls while you are relocating to the Backup PSAP? **The telecommunicators who are on shift will maintain the current center while the oncoming shift reports to the backup.**

How long will it take to relocate staff to the Backup PSAP and begin taking calls?
Approximately 5-10 minutes.

What is the process to re-route calls from the Primary PSAP to the Interim PSAP while relocating staff to the Backup PSAP? **If the need for an interim location where needed the system would be rolled over to County ShoreTel phones (internet) will use the Disaster Recovery re-route which is an automated system. The 911 lines will be rolled over to the County ShoreTel phones (internet) via the Disaster Recovery Re-Route system. There are multiple locations for these phones located at both the primary PSAP, Backup PSAP, and numerous offices within the Sheriff's Office and other County facilities.**

Commented [BTG2]: Can these phones receive ANI/ALI? If not, this is not acceptable. You will need to stagger your transition or have another PSAP answer calls until you can do so. If you have another PSAP answer those calls, you will need an MOU.

PSAP Backup Plan

Power

Describe the back-up power system at the Backup PSAP?

What is the capacity of the generator and the UPS in the Backup PSAP?

How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation? **The Facility has a GENERAC 50kW backup generator that covers the Backup PSAP Center limited additional portions of the remaining facility. It is fueled by a 1000 gallon LP tank with a minimum 72 hour run time.**

How often will you test your Backup plan? **Testing and maintenance of the Backup PSAP will be twice a month.**

How long will you take calls at the Backup PSAP when you exercise your plan? **The test will consist of physically operating each console for a 12 hour shift.**

Backup Facility

Does your Backup facility provide for the needs of employees?

The backup facility has restrooms, break room, and has functioned as the primary since the late 1990s.

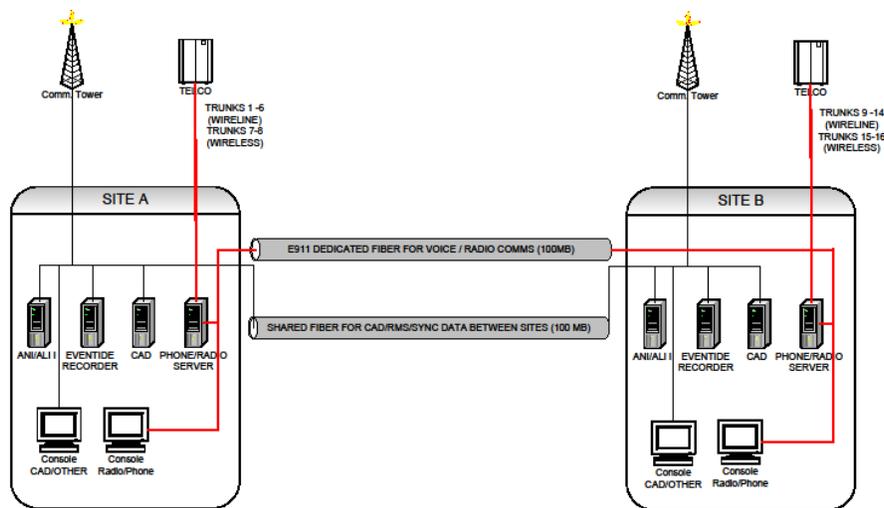
How will sufficient food, water, sleeping, and hygiene needs for the staff for the projected duration the emergency be provided? This question will be determined by local operational policies and procedures, but it does need serious consideration and planning. While there is no hard and fast rule in place, it seems reasonable the backup facility should be self-supporting for a minimum of 72 hours. **The current center will become the Backup PSAP and has been**

PSAP Backup Plan

Additional

Please provide a diagram of your back-up plan. Show the equipment to be supported in the Primary PSAP and the Backup PSAP, the network connections between the Primary PSAP and the Backup PSAP, the trunking to the Primary PSAP and the Backup PSAP, and any other relevant information.

CHEROKEE COUNTY E911 GEO-DIVERSITY



PSAP Backup Plan

The Plan

BACKUP PSAP PROPOSAL

The intent of this proposal is to provide a backup P.S.A.P. that mirrors the current P.S.A.P. but will function as a standalone Center, and will provide or exceed the current level of service. It is also our intent to create a plan of action to migrate from the Primary P.S.A.P. to the backup with the little or no interruption in service.

On March 2nd 2012 an F2 tornado struck the incorporated area of Murphy. Our Primary P.S.A.P. was spared destruction by a mere half mile.

It is our goal to create a secondary PSAP that will function as a standalone system.

TELEPHONE EQUIPMENT

The Cherokee County 911 Communications serves as the Primary PSAP to which all 911 calls are routed. There are 8 enhanced 911 trunks, 6 landline and 2 wireless, which are provided by Frontier Communications. Cherokee County has signed a lease contract to replace the current telephone systems with a geo-diverse telephone system that allows for diversity, redundancy and survivability of voice/data systems and also have the capability to meet the NG911 future network requirements. Cherokee County is currently in the process of getting the NC911 Board approval for a new geo-diverse telephone system, Airbus Vesta 911. This telephone is NG911 & SIP compliant and is already live with Intrado ESinet in several North Carolina Counties. The purchase of the Airbus Telephone system will assist us in making significant progress towards meeting the requirements for a backup. This system is scheduled to go on-line in June 2016.

Cherokee County is budgeting in the 2016/2017 to lease a new radio system that will provide for communications from both the Primary and Backup PSAP Center.

PRIMARY LOCATION

The current plan is to relocate out current PSAP to the Sheriff's Office located at 577 Regal Street, Murphy, NC. There is sufficient geographic separation between the backup and the primary, of approximately 1.5 miles. There are 4 different routes that can be taken from the primary to the backup. (Please see attached map).

The proposed location at the Sheriff's office has is approximately 800 square feet in size that would and would allow for future growth for the center. The area is already equipped with the necessary access to data and telephone connectivity providing network and radio connectivity. The outlets are already wired to a secure data equipment room with established connectivity to the office I.T. infrastructure. The equipment room is climate controlled and temperature monitored, however the need to install a dedicated HVAC may be required due to the current system covering multiple rooms within the facility. Both the equipment room and the office space where the backup is located within a secured access controlled building that is monitored 24/7 by security cameras that are manned by Sheriff Office employees.

PSAP Backup Plan

The site is already connected to an appropriate generator that self-tests every Friday. Employees also verify and log the generator test. The generator is continuously stocked with 1100 gallons of fuel and has a maximum capacity of 1150 gallons. The generator has a 96 hour run time. The back-up site already has several U.P.S. installed that are designed to handle the switch from regular power to generator.

The site has a break room, conference room as well as access to a commercial kitchen which is fully stocked at all times. There are sufficient showers and facilities to meet personal hygiene needs for all the telecommunicators as well as support staff.

BACKUP PSAP LOCATION

Based on the plan to relocate the current Primary PSAP the current location then would become the Backup PSAP.

BACKUP PSAP EQUIPMENT

Telephone System – Airbus Vesta 911 system The system has two sets of servers, One half (side A) will be located at the primary PSAP at 59 Hiwassee Street, Murphy and side B will be located in the equipment room at the Sheriff’s facility located at 577 Regal Street, Murphy.

There will be a 24/7 maintenance agreement with Wireless Communications for the Airbus telephone system.

CAD System – Cherokee County has purchased a new CAD from Southern Software. Geo-redundant CAD servers at both the primary and backup will sync data across the fiber network which meets all the NC911 Board requirements for NextGen 911.

Sentinel ANI/ALI – There are two paired sets of servers that were just recently upgraded August 2015 by Frontier Communications. Both servers are currently located in the equipment room of the primary PSAP. Side A will remain at the primary PSAP and Side B will be relocated to the Backup.

RADIO EQUIPMENT

Cherokee County currently utilizes the Moducom Ultra IP Motorola radio system. This system was also installed in November 2010. The hardware that runs the radio system has never been replaced. The radio runs off of the same sever as the telephone system. As stated previously, the Moducom has reached “end of life” status, but replacement through a lease agreement for a new AVTEC Radio System is proposed in the 2016/2017 budget year that will serve both PSAP locations.

There is a 24/7 maintenance agreement with for the Moducom radios and will be for the new radio system.

ROLLOVER OPTIONS

PSAP Backup Plan

Currently, there is no “route diversity between the current PSAP and the Cherokee County Sheriff’s Department. As such, there is the possibility for an event to knock out both PSAPs, as there does exist a single point of failures in Frontier’s infrastructure. Frontier is aware of the issue and is continuing to work toward route diversity in all their service areas, regarding 911 Centers. They were confident these issues will be ultimately addressed but can’t offer a timeline.

Dual Selective Routing is available from the Durham location. While Dual Selective Routing can’t be simply “activated”, it is something that Frontier can ultimately provide over a defined time-table. This would be transparent to Cherokee County as we would see no impact from it being activated or non-activated (during normal conditions). However, once “online” it would prevent a loss of 911 trunks should the Sylva router be lost.

Given the above circumstances with Frontier, Cherokee County 911 Communications Center currently has the following procedures in place.

In the event the 911 lines go down, they automatically rollover to the administrative lines. We also have the option to manually roll the 911 lines to the County ShoreTel phones (internet). There are multiple locations for these phones, located at both the primary PSAP, Backup PSAP as well as numerous offices within the Sheriff’s Department. The phone lines can also be manually rolled over to neighboring Clay County 911 Center. Clay County 911 Center is 15.09 miles from Cherokee County 911 Communications and drive time is approximately 20 minutes.

Commented [BTG3]: Rolling 911 lines to admin or any other line that cannot receive ANI/ALI is not acceptable.

In the event of a total failure at the primary PSAP, the on-duty telecommunicator will immediately respond to the backup PSAP to commence operations and the other telecommunicator will notify the Dispatch Supervisor and the Sheriff’s Office of the failure. The Dispatch Supervisor shall respond to the backup facility to assess and assist with the operation and call in other telecommunicators as needed. Cherokee County’s goal is to have a total transition period of less than five minutes. The Sheriff’s Office also has two Deputy Sheriff’s that are certified Telecommunicators that would assist during any transition. The County is considering cross-training emergency service personnel that are located in the backup PSAP to be certified telecommunicators.

FURNITURE/CHAIRS

Quotes have been obtained pending funding approval

RECORDING/LOGGING EQUIPMENT

The primary PSAP purchased an Eventide MediaWorks Plus Version 2.4 NexLog Communications 32 channel radio from Carolina Recording Systems. It is an IP Based recorder. It is monitored 24/7 and there is a 24/7 maintenance agreement with Carolina Recording Systems. It records all 911 lines, non-emergency lines and radio channels.

The same recorder system will be purchased for the backup site.

START UP/REOCCURRING COSTS (PROJECTED)

Quotes for all costs relating to the Relocation of the Primary PSAP and transition of the current site to the Backup PSAP are attached.

MEMORANDUM of UNDERSTANDING

Cherokee County 911 Communications

North Carolina

and

Eastern Band of Cherokee Indians Public Safety Communications Center

North Carolina

Mutual aid in occurrence of system failure for 911 systems in Cherokee County and the Eastern Band of Cherokee Indians Public Safety Communications Center.

PARTIES

This understanding is entered into between Cherokee County and the Eastern Band of Cherokee Indians Public Safety Communications Center.

PURPOSE

This memorandum is to establish an agreement for the Eastern Band of Cherokee Indians Public Safety Communications Center to support 911 call answering and radio dispatch of Cherokee County 911 Communications should a total system failure occur or evacuation of 911 center become necessary.

TERMS

Notice will be given to a representative supervisor of the functioning 911 center that emergency telephone calls will automatically transfer from the Frontier Network Control Modem (NCM) in Sylva, NC to Eastern Band of Cherokee Indians Public Safety Communications Center PSAP or as soon as a system failure is identified or evacuation of center is required. Normal operations will resume as soon as the impacted center is able to safely resume operations at primary or backup center.

EQUIPMENT / PERSONNEL

The Center providing relief for calls during system failure or evacuation will have needed radios in place utilizing the VIPER Statewide Communications network to dispatch emergent calls as needed to fire and law enforcement personnel. Switch to transfer calls is already in place. Frontier Communications is the provider of phone systems for both organizations and will make changes as needed to assist in redeployment of calls.

TERMINATION

This Memorandum of Understanding shall be in effect from the date of execution and recurring. This MOU may be terminated by either party upon submission of a thirty-day (30) advance written notice of termination. Modifications of this understanding must be in writing and upon approval of both parties.

EXECUTION

This Memorandum of Understanding will become effective upon execution of all parties to the MOU. The date of execution shall be the date of the last signature.

Cherokee County

Sheriff

By: Derrick Palmer Date: April 26, 2016

Print Name: Derrick L. Palmer

Eastern Band of Cherokee Indians Public Safety Communications Center

Chief

By: James D. Sneed Date: 4-26-16

Print Name: James D. Sneed



Office of the Sheriff Cherokee County

Office
(828) 837-2589
Fax (828) 837-6590

577 Regal Street
Murphy, North Carolina 28906

Detention Center
(828) 837-2521
Fax (828) 837-5844

Derrick Palmer
Sheriff

Mark Thigpen
Chief Deputy

Mark Patterson
*Jail
Administrator*

Date: June 01,2016

North Carolina 911 Board

Attn: Richard Taylor, Executive Director

PO Box 17209

Raleigh, NC 27619-7209

Mr. Taylor,

On behalf of Cherokee County E911 Communications I am requesting an extension for the implementation of our Backup PSAP plan. The plan was submitted to the 911 Board staff on June 03, 2016 but has not been approved. We plan to have our backup PSAP completed by January 2017.

Should you have any questions, please contact me.

Mark A. Thigpen
Cherokee County Office of the Sheriff
Chief Deputy

QTY	Part Number	Description
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CONSOLE POSITION EQUIPMENT

4	Console Package	Tier 2 Scout Plus Console Package: Includes Scout Media Workstation, two speakers and serial cable. Includes Scout Standard Runtime, CPS, NENA Headset Interface, IRR, Conventional DMR, Conventional P25, and Tier 3 (Trunked) DMR seat licenses.
8	Headset Jackbox	Headset/handset jack box (single jack) Scout Media Workstation
4	Microphone	PTT Desk Microphone Scout Media Workstation Plus
8	Add Speakers	Single Speaker, Scout Console
4	Footswitch	Single PTT footswitch, Scout Media Workstation Plus
4	PC Config	Configuration for Customer Supplied PC

BACKROOM ELECTRONICS EQUIPMENT

1	VPGate	Level 2 VPGate redundant software license for a maximum of 80 endpoints; up to 40 may be "B" Licenses; up to 60 may be MOTOTRBO Connect Plus or Link Capacity Plus talk group or private call endpoints. Includes CPS software license.
2	ACC-CPU-VPG-RM	Industrial 1U Computer with Windows including Solid State hard drive and Windows7 OS. Rack mount for Cabinets. Requires DISP-XXXX for monitor, keyboard, etc.
2	DSACC-MTG-1U-RR	Kit to mount ACC-CPU-VPG-RM in 19" relay rack. 1U high.
1	DSDISP-KVM-FF-RR	1U LCD Folding Display, for Relay Rack. Includes Keyboard with trackpad and 8-port KVM
5	DSOUTPOST-2R	Radio Controller, VoIP, 2 Ports, 12VDC input
10	OUTPOST-RJ-CONN	Connector for OUTPOST Radio port that supports RJ45 cable for 2/4W tone keying and E&M applications.
2	OUTPOST-RACK	3U Rack mount shelf (holds 1-4 Outposts) plus 3U Rack mount power supply
1	AUX-IO-VPGATE	Input-Output Package for Scout and DSPatchNET, includes one each 24-input, one each 24-output rack mount panel and power supply. 25 pair cabling is optionally purchased, PKG-INST-AUX-XX.
1	PKG-INST-AUX-50	50 pair cable for DSPKG-IO-VPGATE kit
2	DSACCNETWK24PSFP	24-Port Managed Ethernet Switch
1	DSDBMOFR43UM	4-Post Equipment Rack 43-Unit

WIRELESS HEADSETS

5	Wireless Base	Wireless PTT Headset Base. Headset top is sold separately.
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15	Headset Top	Headset top, Supra H51 monoaural with noise canceling microphone
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November 10, 2015

Customer: Cherokee County

Quote: Geo-Diverse 9-1-1 Phone System

QTY	DESCRIPTION	TOTAL
1	Geo-Diverse Vesta 9-1-1 Phone System including:	\$ 124,274.84
	5 Years of Software Support	
3	Vesta Call Taker Workstations	
3	22" Touchscreen Monitors	
3	24 Key keypads	
3	CDR License for ECaTS	
3	CommandPost Unit w/Docking Station & Monitor	\$ 58,959.50
1	SMS (Text to 911) Integration	\$ 20,095.00
1	Recommended Spare Parts	\$ 4,643.04
1	Shipping	\$ 1,602.16
1	Turn Key Installation	\$ 43,956.92
1	Airbus Remote Field Engineering Services	\$ 6,000.00
3	Call Taker and Administrator Training	\$ 2,172.00
5	24x7 Remote Monitoring Service - 5 yrs	\$ 67,666.25
5	24x7 Maintenance & Hardware Support - 5 yrs	\$ 76,840.73
2	Spectracom NetClock	\$ 15,040.26
1	Manufacturers Discount	\$ (20,000.00)
	<i>Note: This Discount expires on 12/31/15 and is based on the receipt of a purchase order for this quote by 12/31/15 or earlier.</i>	
Total:		\$ 401,250.70
<small>(This is a turnkey quote for the E9-1-1 system including installation, training, warranty and software support for 5 years. The Vesta 9-1-1 system requires a NENA approved NetClock.)</small>		

Bone, Tina G

From: Janice Costello <janice.costello@cherokeecounty-nc.gov>
Sent: Friday, December 18, 2015 4:23 PM
To: Bone, Tina G
Subject: VERY ROUGH DRAFT BACKUP
Attachments: Cherokee County Geo-Diverse Quote 111015.pdf; LseQte Cherokee County E911 Phone System 11-11-15.pdf; ROUGH DRAFT BACKUP.docx; backup form.docx

Hi Tina,

Well, here is rough draft on the backup. I have no quotes other than Bruce Williams quote. Obviously quotes will be attached for each component of the backup.

I will need to secure new quotes for everything, logging recorder, furniture, netclock, etc. because the ones I have are about a year old. I don't expect to make any headway this week or next due to the Holidays.

Again, this is a very rough draft and I know it needs a lot of work still. I have not shown this to any of the higher ups yet. The previous backup plan was more of a narrative of how the center operates, what our scheduled shifts are, the County population and information about the casino. I can incorporate that into the plan if need be, but to me ,the 911 Board wants to look at the meat and potatoes if you know what I mean.

Thanks for talking with me this morning, it was nice to hear a friendly voice.

If we don't speak to each other, I hope you have a wonderful Holiday. I'm sure it's difficult given the circumstances. This is the first Holiday without my Father but we need to remember they are always watching over us.

I appreciate your support and can't thank you enough for everything.

Take care,

Janice Costello

Supervisor

Cherokee County 911 Communications

59 Hiwassee Street

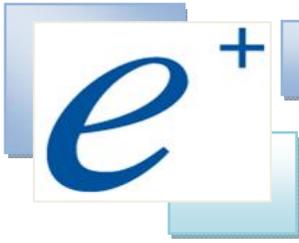
Murphy, NC 28906

janice.costello@cherokeecounty-nc.gov

Phone: (828) 835-4746

Fax: (828) 835-3981

Pursuant to North Carolina General Statutes Chapter 132, Public Records, this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and as such are subject to request and review by third parties.



November 11, 2015

Ms. Janice Costello
Supervisor
Cherokee County 911 Communications
59 Hiwassee Street
Murphy, North Carolina 28906

Dear Janice,

ePlus Group inc. ("ePlus"), in conjunction with Wireless Communications, Inc., is pleased to submit the following lease proposal covering the Vesta Geo-Diverse E9-1-1 Phone System solution for your consideration. The following is a summary of our offer:

SUMMARY OF TERMS AND CONDITIONS

Lessee: Cherokee County, North Carolina

Lessor: ePlus Group, inc.

Structure: Municipal True Master Lease Agreement with Schedules specifying those items that are specific to a single transaction (e.g., payments, asset, costs, term) and that are otherwise subject to the terms and conditions of the Master Agreement.

Asset Description: Wireless Communications supplied Vesta Geo-Diverse E9-1-1 Phone System solution. The solution including the equipment, software or licensed products, services, and/or maintenance are called the "Assets".

Initial Lease Term: Sixty (60) Months

Total Solution Price: \$401,250.70

Lease Rates:

Initial Lease Term	Lease Rate Factor	Est. Monthly Payment
60-Months	.01899	\$7,619.75

Rental Adjustment: The lease rate will remain fixed for the duration of the Initial lease term of each lease schedule. Prior to the funding date, the date that Lessor pays the Purchase Price of the Asset(s) as set forth in the Schedule, Lessor may adjust the Rent in order to maintain its originally anticipated rate of return if, (i) there is a change in the yield on the U.S. Treasury SWAPs, as quoted in the Federal Reserve statistical release H.15 (519), (ii) Lessee fails to delivery documentation as request by Lessor; (iii) the Asset(s) cannot be acquired by Lessor at a cost equal to the invoice cost specified on the Schedule.

Rental Payments: Rent payments, calculated monthly, will be billed quarterly in advance. Such payments will be in addition to any sales, use or property, or other taxes assessed with respect to the transaction or Asset(s). Lessee will pay rent, prorated on a 360-day year for each day from and including the commencement date to the lease start date on each amount as listed on the disbursement certificates, not to exceed forty-five (45) days on any disbursement certificate.

Essentiality: Lessee shall warrant to Lessor that the Asset is essential to the customer's proper, efficient, and economic operation.

Net Agreement: The Lease shall be a net agreement providing that the Lessee shall bear all expenses associated with the Asset, including those relating to maintenance, operation, insurance, taxes, and third party claims. The Lessee will pay all lease payments and all other amounts without set-off, abatement, or reduction for any reason whatsoever.

Non-Appropriation: Each Schedule is subject to termination due to non-appropriation of funds by the Lessee as set forth in the Master Lease Agreement.

Documentation: Duly executed Agreement and other appropriate documents and certificates including without limitation board authorizing resolutions, legal opinion, audited financials, and other such documentation as is reasonably requested by Lessor.

Insurance: The risk of loss on the Asset is borne solely by the Lessee. The Lessee shall be required to purchase and maintain during the Term (i) comprehensive public liability insurance naming Lessor as additional insured; (ii) "all-risk" physical damage insurance in a minimum amount of the Purchase Price, naming Lessor as first loss payee; and, (iii) workmen's compensation insurance or Customer shall self insure.

Approvals: This proposal is expressly conditioned upon and made subject to (1) final credit review and approval of the investment in and in the economics of the proposed transaction, and (2) execution of all documentation and in form and substance satisfactory to all parties to the transaction.

Validity: This proposal is valid for thirty (30) days unless extended in writing by ePlus.

Thank you for the opportunity to provide this proposal. We look forward to a favorable decision. If you should have any questions or require further information, please feel free to call me at (919) 767-2965.

Sincerely,



Steve Bland
Municipal Business Manager

Proposal Acceptance

Lessee accepts the above terms and conditions this ____ day of _____, 2015.

Cherokee County, North Carolina

By: _____

Title: _____