

## Understanding the Annual Implementation and Maintenance Services

The initial delivery and successful implementation of your Collaborative Response Graphics® (CRGs) with area first responders ensure that your products are accurate and accessible in the event of an incident. Our annual services consist of two main components: updating any structural or label changes that take place in and around your buildings, and the re implementation of your CRGs with area first responders and 911 answering points to address system and personnel changes. Even if no changes take place, it is vital that your maps are verified as accurate and that we offer training each year so emergency responders remain proficient in the use of CRGs.



### ✓ Annual Site Visits, Updates, and Enhancements

We conduct an in-person or virtual map review every year to ensure your CRGs remain accurate. We will update and redistribute maps following any site changes, whether those are moving room labels, relocating an AED, or conducting major structural renovations. Maps may also be periodically enhanced based on updated templates or standards.

### ✓ Implementation with your 911 Communication Center

One of the most difficult challenges faced by 911 personnel is receiving emergency calls from locations inside unfamiliar, complex buildings, and needing to relay this information to first responders. Your maps are made accessible to your Emergency Communication Center so that when an emergency call is received from a mapped site, a 911 dispatcher will now be able to quickly reference location information using the CRG. We work with 911 answering points to support and maintain integrations that allow for geolocation of callers and other internal technology systems.



### ✓ Implementation with Law Enforcement and Fire Service

Your building has multiple public safety departments that provide emergency services to your site. We distribute the maps to your law enforcement agency, fire service, and other specialized units like tactical teams. Each of these agencies may use a different technology platform, like a computer-aided dispatch (CAD) system, to access maps; we offer various file types to support integrations that make the CRGs of your building accessible on first responder systems. We also offer annual CRG training free of cost to these agencies. In accordance with best practices regarding first responder training, annual refreshers ensure the first responder communities remain proficient in the access and use of CRG's.



### ✓ Compatibility with Third Party Vendors

If you have a video management system, a panic alert system, or any other technology platform that allows you to access map layers, we will work with you and that third party to offer mapping data that is viewable on that platform. We can also produce CRGs in formats that are usable for IT data management or other site-internal purposes. We offer our data to support integrations with your internal systems, such as video management systems and emergency alert applications. We can also provide CRGs in formats that are usable for IT data management, or other internal purposes.



# QUOTE

**Critical Response Group**

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**BILL TO  
COOR ISD**

Shawn Petri

Superintendent

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**Estimate Number: CISC619252**

**Estimate Date: 06/19/2025**

**Expires On: 07/31/2025**

**Grand Total: \$1,120.00**

Services	Duration	Amount
<b>Annual Implementation and Maintenance Subscription</b>  The Annual Implementation and Maintenance plan ensures that Collaborative Response Graphics® for your 2 sites remain accurate depictions of the facilities/grounds, distributed to first responders, and available in various formats to support integration into applicable public safety systems, including your Emergency Communication Center through systems which allow emergency calls to be geolocated on the CRGs for your building. Included in this plan is an annual on-site walk-through or virtual map review to ensure the accuracy of our products.  Implementation and Maintenance Term: July 2025 - June 2026	1 Year	\$1,120.00

**Total: \$1,120.00**

**Grand Total (USD): \$1,120.00**



## Proposal from Critical Response Group

### Accepted and Agreed By:

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

The information and pricing contained in this proposal are strictly confidential. Signature above acknowledges that the parties stipulate to the Terms and Conditions set forth here: <http://www.crgplans.com/terms-and-conditions> and that Critical Response Group, Inc. is to begin work.