



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

September 1st, 2026

To: Jennifer L. Hibit, Secretary to the Authority

From: Dave Aubertine, Director IT & Cybersecurity *DWA*

Subject: Emergency Notification System Contract Extension

The Authority is seeking to continue receiving services from OnSolve LLC for Emergency Notification Services (ENS). The Authority is issuing an RFP to evaluate additional ENS systems, but to ensure there is no gap in coverage, seeks to extend services received from OnSolve LLC for one additional year.

The total annual cost for the extension is \$26,859.35. The budget line are in Units 6030, 2010, 2502 (O&M - details below). The contract information is included for your consideration, and we request execution from the Board. Please feel free to contact Dave Aubertine with any questions.

Budget Information:

Unit: 6030, 2010, 2502

O&M Budget Item: - Item 60

Special Services, - Item 19

Payments to Contractors – Other

DWA:

cc:

C. Eaton

J. Tomaka

L Kowalski

L.Lester,
J. Hibit
M. Carney

**ERIE COUNTY WATER AUTHORITY
AUTHORIZATION FORM
For Approval/Execution of Board Meeting Documents**

Document Name: _____ **Project No.:** _____

Description: _____

Item Description:

Choose one: _____

Other: _____

Action Requested:

Choose one: _____

Other: _____

Approvals Required:

APPROVED AS TO CONTENT:

Chief Financial Officer

_____ 

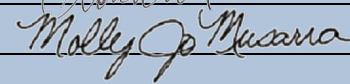
Date: 09/08/2026

Chief Operating Officer

_____ 

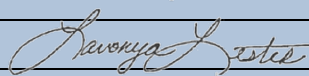
Date: 09/05/2026

Claims Rep. – Risk Manager

_____ 

Date: 9/8/2026

Comptroller

_____ 

Date: _____

Director of Administration

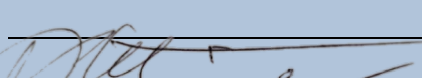
Date: 09/08/2026

Director of Distribution

_____ 

Date: _____

Director of Human Resources

_____ 

Date: _____

Director of IT

Date: 9/8/26

Sr. Director of Operations & Infra

_____ 

Date: _____

Director of Planning & Water Supply

_____ 

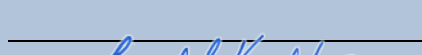
Date: _____

Director of Production

_____ 

Date: _____

Director of Water Quality

_____ 

Date: _____

Executive Engineer

_____ 

Date: 9/8/2026

General Counsel (Legal)

_____ 

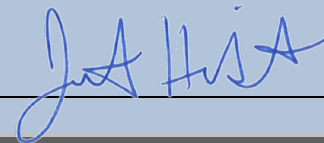
Date: 9/4/2026

Other: _____

Date: _____

APPROVED FOR BOARD RESOLUTION:

Secretary to the Authority

_____ 

Date: 09/08/2026

Remarks: _____

Resolution Date: _____ Item No: _____



ORDER FORM

This Order Form documents the purchase of Subscription Services and other Services being purchased by the customer listed below ("Customer") from OnSolve, LLC ("OnSolve"), and is entered into as of the date the Customer signs (the "Effective Date").

Service Start Date: November 01, 2026

Customer Information	Company Name:	Erie County Water Authority, NY
	Street Address:	3030 Union Road
	City, State, Zip, Country:	Cheektowaga, NY, 14227, US
Customer Delivery Address	Company Name:	Erie County Water Authority, NY
	Name:	Mike Quinn
	Street Address:	3030 Union Road
	City, State, Zip, Country:	Cheektowaga, NY, 14227, US
	Phone:	7163921758
	Email:	mquinn@ecwa.org
Customer Primary Contact <i>Note: this contact will be setup in the Services as an Administrator</i>	Name:	Mike Quinn
	Title:	Sr. Distribution Engineer
	Phone:	7163921758
	Email:	mquinn@ecwa.org
Billing Information Purchase Order Number	Company Name:	Erie County Water Authority, NY
	Name:	Leonard Kowalski
	Street Address:	3030 Union Road
	City, State, Zip, Country:	Cheektowaga, NY, 14227, US
	Phone:	716-685-8220
	Email:	lkowalski@ecwa.org
	Billing Currency	USD

Subscription Service Fees

Item/Description	Order Term	Qty	Unit Price	Term Total
CodeRED Standard Plus Package	11/01/2026 - 10/31/2027	1	\$26,859.35	\$26,859.35
CodeRED Plus Package includes: 150,000 non-Emergency voice minutes per year. Overage will be billed at USD 0.10 per voice minute in blocks of 5,000.	11/01/2026 - 10/31/2027	1	Included	Included

Item/Description	Order Term	Qty	Unit Price	Term Total
CodeRED Premium Data	11/01/2026 - 10/31/2027	1	Included	Included
CodeRED Custom Mapping	11/01/2026 - 10/31/2027	1	Included	Included
CodeRED Monthly Data Load	11/01/2026 - 10/31/2027	1	Included	Included
CodeRED Foreign Language Message Translation	11/01/2026 - 10/31/2027	3	Included	Included
Total: Subscription Fees				\$26,859.35

ORDER TOTAL**\$26,859.35****Annual Fees**

Year 1 Subscription Fees + Non-Recurring Service Fees	\$26,859.35
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The figures shown above may have been rounded to two decimal places for display purposes. As many as ten decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the fees displayed above, and are the true and binding totals for this order.

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice. For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the governing taxing authority(ies).

Service Description**CODE-Plus Pkg**

- CodeRED Subscription Service
- Unlimited **Emergency** voice minutes and TTY
- **Non-Emergency** voice minutes and TTY
- Unlimited SMS Text, Email, RSS, and Social Media messages
- Unlimited CodeRED Mobile Alert application push notifications
- Unlimited initiators
- Role based initiator permissions
- Esri based mapping
- Custom geocoding
- Managed Data Services with one (1) annual Data Load
- Two-Way messaging for contacts
- Dedicated public enrollment web page with branding
- Unlimited Opt-in categories
- Contact enrollment web page
- Web widget with enrollment link
- Voice based polling
- Reporting and analytics
- Resource Library
- Solution setup
- Base System Updates and Maintenance
- One (1) annual live web-based training – client dedicated
- Unlimited access to monthly web-based live and recorded trainings

- 24/7/365 support

Service Terms

- Use of the Subscription Service is intended for **Erie County NY**
 - Population: **170,000**. A population increase above 10% may result in increased pricing.
 - "Message Unit" equals sixty (:60) seconds of connected voice or TTY call time deducted in six (:06) second increments and/or SMS Text segments of 140 characters. Unused Message Units do not carry over year-to-year.
 - Emergency means threat to life and/or property.
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Other Terms

Notwithstanding anything to the contrary set forth in the Terms, the following terms apply for purposes of this Order Form:

- This Order will be renewed only upon the mutual agreement of the parties.

All Services being purchased by Customer in this Order Form shall be exclusively governed under the OnSolve standard terms and conditions set forth at the following URL: <https://www.onsolve.com/legal/TC-Government/> (the "Terms"). In the event of a conflict between the Terms and this Order Form, the terms of this Order Form shall control.

Tax Exemption Status: If Customer claims exemption from sales or similar tax, Customer must provide a current, valid exemption certificate. Click [here](#) to upload the exemption certificate via secure link or email to salestax@onsolve.com. If there is not a valid exemption certificate on file at the time of invoice, sales or other applicable tax will be added for taxable line items on the invoice.

Erie County Water Authority, NY

By: _____

Name:

Title:

Date: