Nevada Co SO

With

SCOPE OF WORK

For

VIPER On-Prem Call Handling Project

This Scope of Work and associated Cost Table is valid 120 day from above date.

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1.0 OVERVIEW

1.1 Statement of Purpose

The purpose of this Statement of Work (SOW) is to describe the responsibilities of AT&T, the California Office of Emergency Services (Cal OES) 9-1-1 Branch, and the Public Safety Answering Point (PSAP) with respect to the scope of work, deliverables, and terms and conditions of the project described herein.

The SOW shall be subject to the terms and conditions of the Master Purchase Agreement # 6138-2020 and line Item # 22.8.16 New technology integration (MRC per position per month) please reference description of items contained below in table 1.2 dated July 16, 2020, by and between AT&T and NEVADA CO SO also known as "PSAP". In the event there is a conflict between the terms and conditions of this SOW and the Master Purchase Agreement, the Master Purchase Award shall take precedence. All exhibits, appendices, and attachments are incorporated herein by reference.

Cal OES 9-1-1 will be using Master Purchase Agreement # 6138-2020 to purchase Customer Premise Equipment (CPE) and maintenance services. This SOW is not intended to restate the requirements of the Master Purchase Award but instead describes the requirements of the PSAP's essential business needs for a successful Premise-Based Call Handling solution and deployment.

1.2 List of Equipment, Software, and Maintenance

List of New Technology Integration components

Qty	New Technology Integration components		Monthly Maintenance Contract period (MRC) for items listed below are specifically (Months)
6	Translation provides translation services for calls.		60
6	Transcription provides transcription services for calls.		60

Equipment Description

Qty	Backroom Equipment
1	Rack/Cabinet (7’)
1	Redundant Call Handling System (servers, switches, etc.)
8	FXS Ports (9-1-1 CAMA Trunks)
15	FXO Ports (Admin analog lines)
1	SIP Interface to Agency PBX (HA Pair)
2	i3 Network Interface Ports to Cal OES PNSP Provider
2	i3 Network Interface Ports to Cal OES RNSP Provider
1	Firewall
0	UPS
0	Time Sync System (“NetClock”)

Qty	Position Equipment
6	Power 911 Intelligent Workstations (includes CPU, VIPER backroom interface components, Audio Interface equipment, keyboard, and mouse).
0	Power 911 Laptop (includes VIPER backroom interface components, Audio Interface equipment, docking station, keyboard, and mouse).
6	24” Monitor
6	Genovation 48 button keypad
0	Position UPS

Qty	Optional Items
	Not applicable

1.3 Description of Re-used Equipment

The following equipment has been certified to be compatible with current technology and in good condition. This equipment will be reutilized:

Qty	Item Description
-	NetClock

1.4 Description of Equipment Provided by the PSAP

Qty	Item Description

1.5 Excluded Equipment List

System components NOT included in the sale:

Item Description
CDR Printer / ePrinter
IP Admin Phones

1.6 Equipment Removal & Disposal

The following existing equipment will be left at the PSAP’s building by AT&T:

- Existing 9-1-1 CPE equipment, workstations, and ancillary components
- Miscellaneous components not being re-used.

In the event the old equipment must be removed, AT&T technicians will work with the *PSAP’s* personnel to remove the above equipment. AT&T technicians will place the existing equipment in an area designated by the *PSAP.* AT&T technicians will not remove any existing equipment from Nevada Co SO ’s building.

2.0 DESIGN SOLUTION

2.1 System Overview

VIPER is a Premise-Based, Call Handling solution, and Power 911, application that efficiently handles incoming calls, texts, TTY (Baudot) and Real-Time Text (RTT). Power 911 receives and routes both emergency and non-emergency calls by either Automated Call Distribution (ACD) or design shared line appearance (non-ACD). Power 911 allows call takers the ability to seamlessly answer and service 9-1-1 calls from Wireless, Wireline, VoIP, and multimedia devices. Power 911 provides detailed location information in a flexible i3 or a legacy Format 04 format as desired and selected by the client.

2.2 Description of Network Elements

For equipment deployed at PSAP, the Power 911 network elements are always deployed redundantly for public safety grade performance. Each piece of the AT&T Local Area Network (LAN) is redundant at the PSAP. Specifically for the Agency, the following physical LAN Elements are supplied minimally:

- 2 Switches
- 2 Media Gateways
- 2 Power Distribution Units
- 2 UPS (if required)

Network Element (System) Connectivity is over the PNSP and RNSP SIP trunks in accordance with the Cal OES requirements specified in "NG9-I-1 Emergency Services I ESInet - i3 Cloud PSAP Interconnection Control Document (ICD) for Interoperability Testing (IOT) and Production".

2.3 i3/Cal OES ESInet Integration Requirements

The i3 connection point provides (2) Ethernet ports to the PNSP and RNSP Ethernet handoff. The AT&T demarcation is the Ethernet ports on the AT&T provided On-prem Call-Handing equipment.

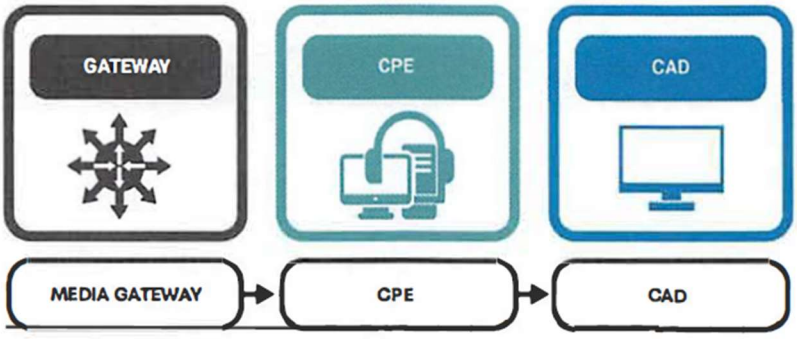
2.4 Building Modifications

All building modifications are the responsibility of the PSAP. The AT&T Project Manager will work closely with the PSAP to determine proper timeline coordination for a smooth system implementation. Please refer to Appendix A for the specific modifications to be performed by the PSAP.

3.0 911 Traffic and Data Flows

a) Legacy 911 - For sites that are on the ESInet without NGCS functionalities; CAMA Gateways are deployed in support of the legacy call flow. The ingress 911 calls are delivered to the PSAP via CAMA trunks to the local PSAP.

b) Transitional 911 - For PSAPs where SIP AGG NGCS i3 call origination is not 100% complete, CAMA Gateways are deployed in support of the legacy call flow. AT&T provides legacy local CDRs for CAD spill and local logging recorder as serial.

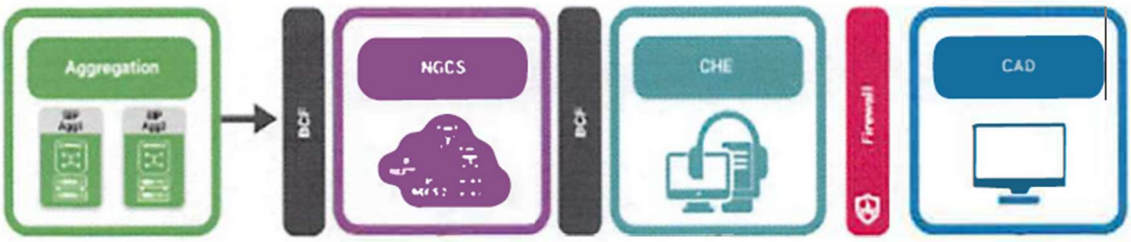


Gateway Converts CAMA to SIP for delivery of Legacy 911 to CHS. xxx provides legacy local CDRs for CAD spill and local logging recorder as serial, IP, or in other formats depending on CAD/Recorder requirements.

c) SIP and i3 Origination - Once all Ingress for the PSAP is transitioned off of the Legacy Selective Router (LSR), all calls will be delivered over NGCS via PNSP and RNSP.

ALI (format) spill to CAD and Recorders are not under the control of AT&T. If CAD or Recorder operational discrepancy arises, PSAP will be responsible to engage the respective vendors to mitigate the issue.

Once the NGCS is in place, the CHS Server to Client relationship is supported over the PNSP and RNSP trunks as defined in "NG9-1-1 Emergency Services I ESInet - i3 Cloud PSAP Interconnection Control Document (ICD) for Interoperability Testing (IOT) and Production".



4.0 CHANGE REQUESTS

Consistent with the terms and conditions of MPA 6138-2020, during the implementation phase, Change Requests will be allowed upon approval from the PSAP, CAL OES and AT&T.

During the implementation phase, the PSAP may at any time, by written order, and without notice to AT&T*'s* sureties, submit a change order to AT&T. If the change request is feasible; then, within ten (10) working days of receiving a proposed change order, AT&T will submit a written cost estimate, which may include adjustments to the Project Price, Project Schedule, Statement of Work, Acceptance Criteria, or any other obligations of AT&T.

AT&T, PSAP, and/or CAL OES may also decline the change order, depending on the nature of the requested changes.

Change requests will be tracked by AT&T's Project Manager and communicated to the Cal OES 9-1-1 Advisor.

The PSAP will appoint a single individual as a Project Manager. Change Requests will be approved in writing by the PSAP Project Manager and CA 9-1-1 Branch. AT&T will not proceed with any work contemplated in any proposed Change Request until AT&T receives written notification of approval from Cal OES to proceed.

Throughout the Change Request process, the AT&T Project Manager will ensure:

- Document / Receive the initial Change Request.
- Provide AT&T reviewed and approved Change Request to CA 9-1-1 Branch and/or PSAP.
- Receive the AT&T, PSAP, and CA 9-1-1 Branch approved Change Request.
- Managing implementation of the approved Change Request.
- Update documentation, if applicable, for approved Change Request.

See Appendix E Change Request Form.

5.0 ACCEPTANCE TESTING

5.1 System Acceptance Overview

AT&T will notify PSAP when equipment and software are installed and ready for acceptance testing. Final system acceptance for this SOW will occur when the standards of performance for the State of California contract have been met.

Upon the successful completion of the 240 consecutive hours of operation following the cutover date, and within five (5) business days, the PSAP shall execute the System Acceptance Checklist and Authorization Checklist (See Appendix G) and provide signed copies to the CA 9-1-1 Branch and AT&T.

5.2 Moves, Adds, Changes (MAC)

After customer acceptance, any PSAP requested changes will follow the Moves, Adds, Changes (herein known as MAC) process, where the PSAP will make a MAC request to AT&T. If MAC is accepted by AT&T and if approved by Cal OES (if applicable); then, AT&T will provide the PSAP a MAC quote including work to be performed, timeline, and cost. AT&T will coordinate with the PSAP and Cal OES (if applicable) and commence the work once AT&T receives the signed MAC quote and a Purchase Order (PO) from the PSAP. The work will be performed on a Time and Materials basis at the prevailing contract rates.

6.0 PROJECT TEAM

6.1 Contact Information

Contacts			
Role	**Name**	**Phone**	**E-mail**
Application Sales Executive	Jeff Reeve	Phone: (714) 227-1268	ju7072@att.com
9-1-1 Systems Technician	Cory Konz	Phone: (530) 613-6294	ck6945@att.com
Sales Engineer	Bryce Jacoby	Phone: (262) 707-9430	bj3141@att.com
PSAP Manager	Tamara Holdcroft	Phone: (530) 265-7167	Tamara.Holdcroft@nevadacountyca.gov

An AT&T Project Manager will be assigned for this system implementation. The Project Manager is responsible to plan, organize, control, direct and coordinate people, and material resources throughout the life of the project.

7.0 RESPONSIBILITIES

7.1 AT&T Responsibilities

- Delivery of equipment
- Security of equipment, until equipment is delivered to customer premise.
- Disposal of packaging materials and debris.
- Any damage caused by AT&T (or AT&T's subcontractors) to equipment, building, or other property.
- Installation of backroom equipment in racks/cabinets.
- Dressing of all cables.
- If applicable, installation of appropriate cabling from equipment room to all cloud call handling positions.
- NENA i3 / ANI/ALI handoff to CAD

7.2 Agency Responsibilities

Equipment Room

- Provide locked, limited access to the equipment room.
- Provide space for backroom cabinet / rack as agreed upon and depicted in below drawing.
- Adequate space for working area and for spare part/equipment storage (if applicable).
- Furnishing HVAC equipment that will keep the backroom temperature and humidity levels of 72 degrees F+/- 5 and less than 50% relative humidity.
- Provide/verify that each AT&T backroom equipment cabinet/rack has two dedicated redundant NEMA 5-20R circuits. Each circuit is dedicated with its own circuit breaker.
- Earth ground for AT&T provided equipment.

Dispatch Room

- Furniture selected by *PSAP* is compatible with or will be modified by the *PSAP* to be compatible with, the selected system equipment.

- Provide/verify that each AT&T dispatch position has one 15 or 20 amp (NEMA 5-15/20R) breakered circuit dedicated to emergency call-taking with a quad outlet. Ancillary electrical components such as heaters, lights, and furniture will not be on this circuit(s).
- Provide conduit run from each dispatch position to backroom equipment.

General

- Access to building for AT&T and subcontractors.
- Conduit and coring of walls.
- Adequate power and power outlets and circuit breakers.
- PSAP to provide all radio and CAD equipment.
- Security to prevent theft of AT&T provided equipment.
- On-going upkeep for room requirements listed.
- Technical expertise from PSAP's other vendor's during planning, installation and cut over.
- The PSAP's Project Manager will facilitate the resolution of any problem determined with these interfaces pertaining to the radio, CAD, recorders, NetClock or other PSAP owned interfaces.
- Full and free access to the 9-1-1 related equipment to provide service (subject to PSAP's security regulations)

Note: The PSAP's LAN may not share the same LAN Segments as the cloud-based call handling LAN. Cloud-based call handling IP packets must be segregated from CLETS, NCIC, DMV, CWS, and all other PSAP network traffic.

7.3 Cal OES Responsibilities

- Project tasks / timeline escalation contact
- Change Request reviews and approvals

7.4 PNSP Responsibilities

- Provide AT&T the proper physical hand-off to connect cloud-call Handling at the PSAP to NGCS.
- Provide AT&T NGCS Test and Acceptance Plan and provide resources to work with AT&T to verify system operational readiness within the agreed upon project timeline.

7.5 RNSP Responsibilities

- Provide AT&T the proper physical hand-off to connect cloud-call Handling at the PSAP to NGCS.
- Provide AT&T NGCS Test and Acceptance Plan and provide resources to work with AT&T to verify system operational readiness within the agreed upon project timeline.

8.0 INSTALLATION SCHEDULE

The following table is provided as a guideline only. The official implementation schedule will be negotiated between the PSAP, PNSP, RNSP, Cal OES, and AT&T Project Managers.

Changes to the final agreed upon schedule may be made by mutual consent of AT&T, PNSP, RNSP, Cal OES and the PSAP and must be documented on the "911 CPE PSAP Implementation Form".

Pricing is based on installation being performed during AT&T's normal business hours (M-F, 8:00am - 5:00pm, excluding AT&T holidays). Installation activities outside of AT&T's normal business hours are available at applicable contract rates.

9.0 MAINTENANCE PLAN

9.1 Maintenance and Remote Access Services Capabilities

AT&T on-prem solution complies with the requirements identified in contract 6138-2020, Exhibit 21, TECHNICAL REQUIREMENTS.

PSAP is required to hold CPE service for a minimum of five (5) years. The Contractor shall furnish and replace all evergreen services and parts for a period of five (5) years beginning on the first day following System Acceptance.

The 911 system is provisioned to allow AT&T (and CPE provider) to remote access into the 911 system in order to identify software and hardware problems and make repairs. In the event that the equipment cannot be repaired remotely, AT&T technicians will be dispatched to the PSAP to facilitate onsite repairs.

If anyone other than AT&T or AT&T sub-contractors performs maintenance or repair of the AT&T provided system, and, as a result, further repair by AT&T and/or AT&T subcontractor(s) is required, such further repairs will be made at AT&T's then applicable time and material rates.

9.2 Post-Installation Support Limitations

AT&T's support obligations hereunder will not apply to any AT&T supported product if adjustment, repair, or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power; failure of the PSAP and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any AT&T supported product (hardware and/or software) by the PSAP or others.
- Connection of another machine, device, application, or interface to AT&T supported equipment (hardware and/or software) by the PSAP or others, which has caused damage to AT&T supported equipment.
- Degradation of performance to AT&T systems due to non-compliance with the Customer Site Preparation Requirements (excessive heat, humidity, moisture, condensation, dust, EMI, etc.)
- Damage or destruction caused by natural or man-made acts or disasters.
- Degradation of performance to AT&T systems due to the installation of third-party software applications or Operating System patches, service packs, hot-fixes, or Windows services and not specifically certified, approved, and registered by AT&T for use at the site(s) identified herein.

- Support described herein does not include cosmetic repairs, refurbishment, furnishing consumables, supplies or accessories, making accessory changes or adding additional devices or software applications.

AT&T is NOT responsible for the performance of third-party applications/systems.

10.0 TRAINING

10.1 Supervisor/Dispatcher Training

AT&T and/or its subcontractor will provide Call-taker/Dispatcher and Supervisor/System Administrator training for the CPE solution. The training will be done during normal business hours (8 am – 5 pm) Monday through Friday.

10.2 Training Documentation

Training documentation will include Training Workbooks for End-users and Administrators. Hard copies will be provided during training for each participant. A soft copy in PDF format can be provided to the PSAP Administrator / Trainer personnel as well if desired.

Appendix A: *PSAP* Compliance - Site Certification Document

Nevada Co SO ’s Office Compliance - Site Certification Document

This Section meets the State contract requirement for AT&T to provide a Site Readiness Checklist to the *Agency*.

A site survey has been made and site modifications will be needed to meet the following requirements for equipment installation. The following site modifications must be completed by the *PSAP* prior to AT&T beginning the installation of the new or upgraded system. The completion of all building modifications is the responsibility of the *PSAP*. In the event that AT&T attempts to begin installation and subsequently discovers that these modifications have not been met as specified, AT&T may postpone implementation. A quote will be provided to the *PSAP* for any additional costs incurred by AT&T because of the postponement. Any additional costs that are incurred for site modifications because of the postponement will be the responsibility of the *PSAP*. Work will be rescheduled upon completion of the required modifications.

Hazardous Materials

Customer will maintain Customer’s location where AT&T is to perform work in a suitable and safe working environment, free of Hazardous Materials. AT&T does not handle, remove or dispose of, nor does AT&T accept any liability for, any Hazardous Materials at Customer’s location. If AT&T encounters any such Hazardous Materials, AT&T may terminate this Statement of Work or suspend performance until Customer removes and cleans up at its expense Hazardous Materials in accordance with this Statement of Work and applicable law. For purposes hereof, “Hazardous Materials” means any substance whose use, transport, storage, handling, disposal, or release is regulated to any law related to pollution, protection of air, water, or soil, or health and safety.

Items for the PSAP to provide:

1) Provide two dedicated NEMA 5-20R (20 amp) circuits for the AT&T cabinet as depicted in below drawing (in red), if required.
2) Provide one dedicated NEMA 5-15/20R (15/20 amp) circuit for each 9-1-1 position, if required.

Appendix B: LAN/WAN Policy

AT&T LAN/WAN PSAP Security Policy

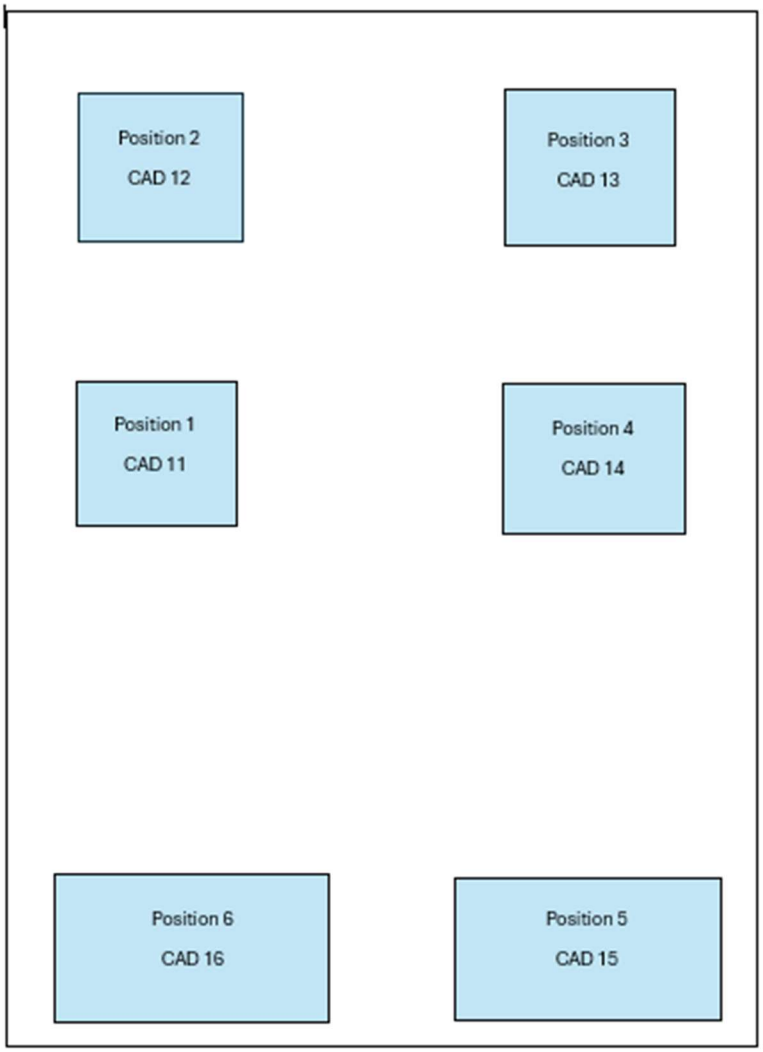
It is AT&T's policy to install 911 equipment only in a secure PSAP Local Area Network ("LAN") that is not connected to any other computer network outside of AT&T's control (with the exception of the national Crime Information Center network or similar network, but only if such connection is expressly approved in writing by AT&T, which approval will be in AT&T's sole discretion).

AT&T will not install or terminate a PSAP LAN to a firewall. AT&T will identify the demarcation point for the PSAP LAN, beyond which AT&T is not responsible. In the event the customer has previously connected or subsequently connects their PSAP LAN to any other computer network or has caused or causes such a connection, contrary to AT&T's PSAP Network Security Policy (which customer acknowledges it has received and read), and the 911 equipment and/or PSAP LAN is infected or damaged as a result of such connection, then all 911 equipment and/or PSAP LAN warranties, maintenance, and service provisions of this amendment or statement of work will be immediately null and void. Under such circumstances, AT&T will provide repair services for the 911 equipment and/or PSAP LAN at Customer's request and time and materials charges will apply for all parts and labor required as a result of damage caused by the infection. After all related damage has been repaired, maintenance and service provisions of this agreement will resume.

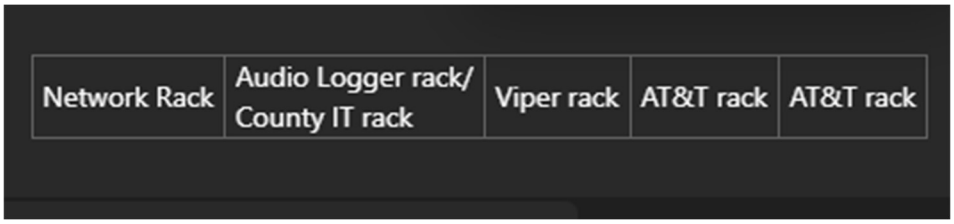
Customer agrees to indemnify and save AT&T harmless for any damages to or claims by any third party against AT&T that arise in whole or in part from Customer's existing or subsequent connection of the 911 equipment and/or PSAP LAN provided hereunder to any computer network outside of AT&T's control.

Appendix C: Dispatch and Equipment Floor Plans

FOOTPRINT OF DISPATCH



FOOTPRINT OF EQUIPMENT ROOM



Appendix D: Pricing & Terms

Please refer to separate document.

Change Request Form: Nevada Co SO

Change Orders cannot be billed directly to the State without State approval.
The PSAP will be billed and must submit a reimbursement request to the State.

Originator:
Change Request Definition:

To be completed by Project Manager

Impact to System Schedule:
Impact to Overall Project Schedule:
Development Price:

Change Request #:	**Date:**	
System Affected:		
	Accepted	**Rejected:**

Final AT&T Signoff:	**Final PSAP Signoff:**	**Date:**

Appendix F: Maintenance Procedures

"AT&T"

PROVIDING PRODUCT & SERVICE EXCELLENCE

TROUBLE REPORTING PROCEDURES

The Customer Assistance Bureau (CAB) is the trouble reporting center for our priority Public Safety Agencies. The center is responsible for receiving *PSAP* reports and electronically relaying the reports to the responsible work groups for resolution, 24 hours a day, 365 days a year. The CSB can escalate trouble reports and put you in contact with management personnel responsible for resolving the trouble you have reported.

The Priority Repair Service number is:

(877) 500-4911

Due to the complexity of the services, we provide and your own equipment ***it is essential that you isolate trouble before reporting to AT&T***. A few extra minutes to properly identify, isolate and report a trouble can save hours in resolution time. Reporting the wrong trouble or circuit number may cause extended delays in our ability to deploy the appropriate work crew to repair the problem.

When you call in a report, please be ready to provide the following information:

1. Your name and call back telephone number.
2. Address and the location of trouble.
3. Telephone numbers or circuit number in trouble.
4. Nature of the trouble/condition.
5. Application the circuit is used for.
6. Access restrictions we may have to resolve trouble report.
7. Any terminal access problems or arrangements before dispatch.
8. The name of the contact person and their office number is a must!

Appendix G: System Acceptance Checklist and Authorization Checklist

State of California **Governor's Office of Emergency Services**

(REV. 2022) **Public Safety Communications Branch**

SYSTEM ACCEPTANCE AND AUTHORIZATION FORM

This document shall be used by the PSAP to validate the 9-1-1 system solution (equipment, software and all functionality) is acceptable.

All verification is to be completed by the PSAP authorized representative.

Requirement	PSAP Initial
System Physical Requirements	
Uninterruptable Power Supply	
Integration Device	
Routers	
Workstation Physical Requirements	
Keyboard	
Mouse	
Keyboard Arbitrator	
Keypad Dialer	
Monitor/Thin Client	
IP Phone Set (if purchased)	
Audio Integration Device	
Interconnectivity	
Peripheral Equipment Connections	
Peripheral Equipment Interfaces (CAD Spill, etc.)	
NG9-1-1 Trunk and Admin/Business Line Interfaces	
System Features/Functionality	
Basic Telephony Functionality	
Audio Quality	
9-1-1 Caller Information Display	
Misroute Reporting	
Abandoned Call Detail	
Internal Time Synchronization	
Non 9-1-1 Caller I.D.	
Wireless ALI – FCC 94-102 – Phase I and Phase II	
Complete Call Progress Detection	
Abandoned Call Redial	
Automatic Callback	
Supplemental Data (IOT)	
Text-to-911/Text-from-911	
GIS Display/Interface	
Barge-In	

Instant Recall Recorder	
Audio/Video Logging Recorder	
Headset/Handset Interface	
Inbound/Outbound Volume Control for Headset/Handset	
Call Status Indication (ringing, answered or both)	
One Button Transfer	
Call Detail Records	
Call Detail Record (CDR)	

Minor Discrepancies:

_____

_____

_____

Tracking #: _____ Approved Amount: $_____

As the authorized representative of:

_____ *(PSAP name),*

I hereby acknowledge receipt, installation, and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

_____ _____
Signature Date

_____ _____
Printed/Typed Name Title

IMMEDIATELY AFTER ACCEPTANCE:

Submit form, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Branch