



Mendocino County Sheriff Department

with:



SCOPE OF WORK

for

(5) VESTA 9-1-1 Positions
With Analytics
Project

Contract Number: 4156-6

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1.0 OVERVIEW

1.1 Purpose & Objectives

The purpose of this document is to describe the work to be performed by AT&T California (herein referred to as Contractor) in satisfying the E9-1-1 system requirements for Mendocino County SO (herein referred to as Agency). AT&T will utilize Airbus DS Communications, and other AT&T approved system/service integrators, (herein referred to as manufacturer and vendors respectively), in order to achieve the proposed system design, the following high-level system work operations are required: installation of the following E9-1-1 system components: (3) VESTA workstations and (2) VESTA CommandPOST laptop positions (total: 5 positions). The above equipment will be used to terminate various trunks, lines and data circuits required to process E9-1-1, and administration calls by the Agency.

The front-end/call-taking portion of Mendocino County SO equipment is detailed in this SOW. The two hosts and common equipment to this solution is detailed in a separate SOW.

1.2 AT&T Provided System Components

Manufacturer Call Processing Components (Call Handling)

Qty	Item Description
	VESTA 9-1-1 Backroom Equipment
5	4 Port FXO Gateway Modules (analog lines)
	VESTA 9-1-1 Position Equipment
3	VESTA Workstations (includes CPU, backroom interface components, audio interface equipment, keyboard, mouse, and VESTA 9-1-1 license/software)
2	VESTA CommandPOST (includes laptop, backroom interface components, audio interface equipment, keyboard, mouse, and VESTA 9-1-1 license/software)
5	22" Wide Screen Monitor
5	Genovation Keypad (48 buttons)
5	Telephony and Radio IRR Software
	VESTA Analytics
1	Analytics User License
5	Client Data Collection License (one per position)
	Training Class(es)
2	VESTA SMS User Training
1	VESTA SMS Admin Training

****Please refer to price quote in Appendix C****

The equipment provided by ATT will comply with State of California Contract 4156-6 AT&T CALIFORNIA and any FCC requirements for E9-1-1. It will also meet the NENA requirements for displaying ANI/ALI Phase II wireless calls.

1.3 Reutilization of Existing Equipment

The following Agency equipment will be reused by AT&T:

QTY	Item Description
5	CAT5e Cabling to each existing position
1	System Printer

*Note: Any Intelligent Workstation (IWS) PC that can be re-used for peripheral purposes will be evaluated for use. All PCs must meet minimum vendor specifications to be re-used.

1.4 Agency Provided System Components

Agency shall supply following system components:

Item Description
-

1.5 System Components Not Provided by AT&T

Item Description
CDR Printer (Data Management)
Position KVM Switches (keyboard arbitrators)
Activity View (Data Management)
VoIP Phones (Call Processing)
T1/PRI Gateway(s) for VESTA (Call Processing)
Mapping (Data Management)
Automatic Call Distribution (ACD) (Call Processing)
VESTA 9-1-1 Admin/User Training
Cutover Coaching

1.6 Equipment Removal & Disposal

Existing 9-1-1 Equipment

The following decommissioned equipment is property of and will be removed by AT&T:

- Existing 9-1-1 workstations and ancillary devices
- Existing Mediant 1000 chassis, gateway modules, and other applicable equipment
- Local Survivability Server and phones

2.0 DESIGN SOLUTION

2.1 System Overview

The Agency is configured as one tenant of this shared hosted VESTA system.

This design allows the respective agencies to have a “roaming profile” for their VESTA 9-1-1 login among the participating stations. For example, a call taker from Mendocino County SO would be able to go to and log in at an available position at anyone of the other participating agencies using their same login credentials and view their familiar graphical

user interface (GUI), speed dial, lines, etc., just as if they were sitting in their own Dispatch area/PSAP. The roaming profile assumes all network and equipment is 100% operational.

SMS Text Integration

For future deployment, this solution includes SMS text integration (meaning SMS text calls can be processed within the VESTA application, same as a voice call) for all the participating PSAPs. The Agency will need to provide connectivity from each host to the selected Text Control Center (TCC). This TCC connectivity and associated costs are not a part of this design. The demarcation point for the TCC connectivity will be the AT&T designated port on the patch panel (in 911 backroom).

AT&T will implement Airbus' call-processing suite of hardware/software application(s): VESTA 9-1-1 with Analytics. AT&T will achieve these system objectives by implementing the following managed work operations:

Call-Taker/Dispatch Positions in Dispatch

Install (4) positions of VESTA 9-1-1 in the dispatching area. These positions are AT&T provided HP workstations and includes: (1) monitor, (1) Genovation keypad, (1) Sound Arbitration Module (SAM), (1) VESTA 9-1-1 software/license, and (1) Dual Telephony and Radio IRR software/license.

Call-Taker/Dispatch Positions in Supervisor's Office

Install (1) position of VESTA 9-1-1 in the Supervisor's Office. This position is an AT&T provided HP workstations and includes: (1) monitor, (1) Genovation keypad, (1) Sound Arbitration Module (SAM), (1) VESTA 9-1-1 software/license, and (1) Dual Telephony and Radio IRR software/license.

Each position will leverage the existing four CAT5e cables previously run to each position from the backroom. The CAT5e cable will be provisioned as follows: (1) VESTA Primary NIC, (1) VESTA Secondary NIC, (1) for LTR position-based recording (if desired) and (1) for future/spare.

Agency to provide/maintain conduit or cable path from the backroom to each position and dedicated NEMA 5-15/20R (electrical power) per position.

Although the CommandPOST positions have the ability to become a mobile position, this functionality is for future contingency and may require additional discussion and/or design and planning.

VESTA Backroom

10 digit emergency, administrative, and ring-down lines (analog) will be terminated on the FXO gateways, also located in the backroom. All lines will be diversified among the respective gateways to minimize the amount of lines down in event of a gateway failure.

All backroom equipment shall be installed/mounted in (1) existing two post rack. The rack shall contain all the VESTA equipment. The Agency is responsible for drilling/bolting of all Cabinets to Agency floors.

Analytics

Analytics (formerly branded as “Aurora”) is part of this solution (a Management Information System (MIS) which provides a near-real-time visual of positions, trunk lines, line groups and other pertinent information). Client access for Analytics is permissions-based (per user). Client access for Analytics can be any VESTA standalone workstation.

Network Printer

The printer will remain in the existing location in dispatch.

IP Network configuration and Interfaces

Local Area Network (LAN)

- VESTA LAN – No connectivity to Agency LAN or computers (except if high speed remote access is provided by and via Agency’s existing remote access infrastructure).

Wide Area Network (WAN)

- This Agency is one participant of this hosted solution. The WAN is closed and dedicated to this solution only.

Support System

Uninterrupted Power Supply (UPS)

- AT&T provided backroom UPS, will be connected to backroom call processing equipment to keep backroom equipment operational either until Agency Power Generator becomes active during Agency building power outage or provide adequate time (designed for 15 minutes) to properly power down the backroom 9-1-1 system.
- Agency provided front room UPS, will be connected to front room call processing equipment to keep backroom equipment operational either until Agency Power Generator becomes active during Agency building power outage or provide adequate time (designed for 15 minutes) to properly power down the 9-1-1 IWS.

System Growth Capabilities

AT&T warrants that the hardware, software and operating systems sold are current at the time of shipment. Software and hardware manufacturers constantly upgrade their products. This may require the Agency to upgrade hardware, software or operating systems in the future in order to expand this system. The maintenance package included in this sale does not include software/hardware upgrades required for expansion or integration.

This system is designed to accommodate up to (20) analog lines (see Host SOW for 911 trunk capacity). The Agency’s system will be configured for (15) analog lines, leaving a future growth of (5) analog lines. Additional lines can be increased by adding additional FXO gateways (requires available port in Ethernet switch, can be added if necessary). Once the system is cutover and accepted, any further adds, moves and changes will be performed on a Time and Materials basis at the prevailing contract rates (An example of add, move and change is: integration with Agency’s PBX using T1 line). The current contract labor rate is \$185.00 per 9-1-1-technician per hour.

2.2 Network Elements

Following is a table defining Agency lines and trunks network elements to be connected to the system including: 9-1-1 trunks, 10-digit emergency lines, administration lines, and ring-down/direct connect circuits, that will be configured in the system.

Trunks & Lines

Qty	Trunk Line Definition
9	E9-1-1 Trunks (diversified between hosts)
15	Admin (as inventoried below)
	<ul style="list-style-type: none"> • 463-4086 • 463-4087 • 463-4088 • 463-4096 • 463-4097 • 5716-CHP • 961-2421 • 4164/459-7833 • 4015-Warrants • 463-4013 • 463-6328 • Door • 6392-OES • 4641-B/S • C/H Hold Cell

2.3 System Programming

The system will be programmed with a log in ID for each Administrator/Supervisor. The administrators/ Supervisors will have all the capabilities that the dispatchers have as well as additional capabilities requested by the Agency. The “master” speed dial list will be the same for each position and the site supervisor/administrator will have the capability to change, add, and delete speed dials on the “master” list.

The system will be programmed with a log in ID for each dispatcher. There will be a single Agent Profile for all dispatchers that will have the same configuration, colors and icons. Agent profiles can be locked down or unlocked to allow agents to modify individual logins.

The system will be programmed to “ring all” positions in the event of an incoming call for all lines. Although ACD (Automatic Call Distribution) programming is a feature of this system, ACD functionality is not being provisioned.

The system programming requirements may be changed at the request of the Agency during the Installation process. The AT&T Project Manager will work with the Agency to meet their specific needs.

All system-level programming on the E9-1-1 system will be handled by AT&T personnel. All initial system-level programming will be to replicate the current operation of Agency as closely as possible. If it is determined during design sessions that changes need to be made, they can be made at that time. Once the system is cutover and accepted, any further adds, moves and changes will be performed on a Time and Materials basis at the prevailing contract rates (An example of add, move and change is: Adding 7 digit emergency lines to the system). The current contract labor rate is \$185.00 per 9-1-1-technician per hour.

System administration function on the E9-1-1 system will be handled by designated Agency’s personnel. User-level programming includes, but not limited to, users, speed dials, TTY messages, etc.

2.4 System Integration Description

Audio Interface

In order to ensure proper audio functionality at each IWS position and facilitate audio connectivity with third party audio devices at the Agency location. The system design includes a Sound Arbitration Module (SAM) that hands off telephony audio to a demarcation point for the radio console. This enables the radio console to provide headset sharing between phone and radio. The SAM is installed in every VESTA workstation. AT&T technicians will work with agency's radio vendor (may be required to be present onsite) to wire this and balance audio (telephony and radio) levels. The SAM also has the ability to arbitrate the telephony and radio audio in lieu of the radio console.

CAD

AT&T will provide an interface connection demarcation point between VESTA Server and Agency provided Computer Aided Dispatch (CAD) computer system via a RS-232c cable located in the backroom. If the data rate of this RS-232c connection is set for 9600 bps there is a 50ft limitation imposed on this connection. The demarcation point for the Agency CAD is the designated com port of the BlackBox unit in the equipment room.

2.5 Building Modifications

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

3.0 CHANGE REQUESTS

The Agency may at any time, by written order, and without notice to the *Contractor's* sureties, submit a change order to the *Contractor*. Within ten (10) working days of receiving a proposed change order, the *Contractor* will submit a written cost estimate, which will include adjustments to the Project Price, Project Schedule, Statement of Work, Acceptance Criteria, or any other obligations of the *Contractor*, as applicable. The *Contractor* or the Agency may also decline the change order, depending on the nature of the requested changes.

The *Contractor* may also propose a change order involving additions, deletions, or revisions to the work, or any obligations imposed upon the Parties under this agreement. AT&T's changes to the system design or individual component changes will be submitted to the Agency for approval using the Change Request Form shown in Appendix D.

The Agency will appoint a single individual as a Project Manager. Change Orders will be approved in writing, by the Agency's Project Manager. The *Contractor* will not proceed with any work contemplated in any proposed Change Order until it receives written notification to commence such work from the Agency's Project Manager.

ALL Change Orders must be submitted and approved by the Cal OES Emergency Communications Branch.

4.0 ACCEPTANCE TESTING

4.1 System Acceptance Overview

Final system acceptance for the E9-1-1 system will occur when the standards of performance of the State contract are met. The standards of performance of the State contract can be viewed at:

<http://www.caloes.ca.gov/cal-oes-divisions/public-safety-communications/ca-9-1-1-emergency-communications-branch/ca-9-1-1-services-contracts>

These will have been met after 240 consecutive hours of operation following the cutover date. During these 240 hours, the system will function without interruption, as defined by contract and according to the project specifications. If the 9-1-1 system fails to meet the standards of performance, then the 240 hour system acceptance period will re-start following correction of the problem.

Please refer to Appendix E for the system acceptance and authorization checklist.

4.2 Moves Adds and Changes

Once the system is accepted, any further moves, adds and changes will be performed on a Time and Materials basis at the prevailing contract rates. The current contract labor rate is \$185.00 per 9-1-1-technician per hour.

5.0 PROJECT TEAM

5.1 Contact Information

Contacts			
Role	Name	Phone / Fax / Pager	Mail / E-mail
Application Sales Executive	Kent Ames	Mobile: (530) 400-1987	ka3169@att.com 3707 Kings Way C33 Sacramento, CA. 95821
9-1-1 Service Executive	Anne Leal-Abdallah	Mobile: (925) 336-1657	aa4345@att.com 3707 Kings Way C33 Sacramento, CA 95821
9-1-1 Manager Special Services	Tim Connelly	Phone: (626) 575-6401	tc7257@att.com 3260 Sebastopol Road. Santa Rosa, CA 94507
Technical Sales Consultant II	Robert Russo	Phone: (951) 369-2282 Fax: (951) 321-1379	rr1713@att.com 3580 Orange Street #104 Riverside, CA 92501
PSAP Manager	Greg Blake	Phone: (707) 463-4048	blakeg@co.mendocino.ca.us 589 Low Gap Road Ukiah, Ca 95482
State 9-1-1 Advisor	Pavel Kloroglo	Phone: (916) 657-9202	Pavel.kloroglo@state.ca.gov 601 Sequoia Pacific Blvd. MS-9-1-1 Sacramento, CA 95814

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.

6.0 Responsibilities

6.1 AT&T Responsibilities

AT&T is responsible for the following:

- Delivery of equipment
- Security of equipment, until equipment is delivered to customer premise.
- Disposal of packaging materials and debris.
- Any damage caused by Contractor (or Contractor's agent) to equipment, building, or other property.
- Installation of common control (server) equipment in racks/cabinets.
- Dressing of all cables.
- Identification and labeling of all cables.
- Training.
- Installation of appropriate cabling from equipment room to all VESTA positions.
- NENA standard ANI/ALI interface supplied to the Agency owned CAD system.
- Installation of demarcation punch block for audio source and logging recorder.
- Installation of interface jacks for radio headsets.

- Installation of VESTA Call Taking equipment at each dispatch position.

6.2 Agency Responsibilities

Equipment Room

- Provide locked limited access to the equipment room.
- Provide/verify (2) dedicated 20-amp circuits for equipment cabinet
- Furnish HVAC equipment that will keep the backroom temperature and humidity levels of 72 degrees F +/- 5 and less than 50% relative humidity.

Dispatch Room

- Furniture selected by Agency is compatible with, or will be modified by the Agency to be compatible with, the selected system equipment.
- Provide/verify (1) dedicated 15 or 20 amp circuit per position.
- Furnish/verify that each AT&T dispatch position has one 15 amp breaker circuit dedicated to emergency call taking position with a quad outlet. Ancillary electrical components such as heaters, lights and furniture should not be on this circuit.

General

- Access to building for AT&T and subcontractors.
- Conduit and coring of walls.
- Lifting floor tiles.
- Adequate power and power outlets and circuit breakers.
- All radio, CAD and recorder equipment.
- Adequate security to prevent theft of computer equipment.
- On-going upkeep for room requirements listed.
- Technical expertise from Agency's other vendor's during planning, installation and cutover.
- The Agency's Project Manager will facilitate the resolution of any problem determined with these interfaces pertaining to the radio, CAD, recorders, or other Agency owned interfaces.

6.3 Cal OES Emergency Communications Branch Responsibilities

- Not Applicable.

Note: The 9-1-1 Network and Agency Networks may not share the same LAN Segments. VESTA IP packets must be segregated from CLETS, NCIC, DMV, CWS, and all other Agency network traffic.

7.0 AGENCY PROFILE

During the implementation phase, AT&T Project Manager will work Agency's Project Manager to update the ECaTS Profile and provide a copy of the updated ECaTS Profile to the Cal OES Emergency Communications Branch.

8.0 INSTALLATION SCHEDULE

The following dates are based on the "Final Funding Date" listed below and are offered as a general planning reference. These dates are best estimates at this time. Changes to the "Final Funding Date" will affect all the dates below.

Final Funding Date:	8/15/2017
Equipment Order Date:	8/20/2017
Equipment Delivery Date:	10/29/2017
Site Readiness By PSAP Date:	10/31/2017
Begin Installation Date:	11/3/2017
Programming Change Freeze Date:	11/5/2017
Training Date:	11/26/2017
System Cutover Date:	12/10/2017
PSAP Acceptance Date:	12/20/2017

Final installation schedule will be established by mutual consent of the Contractor and the Agency; however, prior to the installation date, the Agency may defer the installation, and a new installation date will be established by mutual agreement. Such unilateral deferment will not exceed 60 days, except by mutual agreement.

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 prevailing after hour tariff. There will be no additional cost to the Agency for an after-hours cutover, if it becomes necessary.

Please note, cancellation of Airbus resource within two weeks of an activity (for example: training, Airbus remote Engineering service); an Airbus cancellation fee may apply.

9.0 WARRANTY

AT&T includes one (1) year parts and labor warranty for all equipment, software, features and functionality provided for the Basic Turn-key Configuration. The warranty is for year one (1) year after the date of system acceptance of the installation by the Agency.

10.0 MAINTENANCE PLAN

AT&T includes a one-year warranty and years two through five on a maintenance contract through the State of California Contract 4156-6.

10.1 Remote Access

The 9-1-1 system is provisioned to allow AT&T to remotely access the 9-1-1 system in order to identify software and hardware problems and make repairs. In the event that the equipment cannot be repaired remotely, two trained technicians are stationed within two hours of the Agency to facilitate onsite repairs.

10.2 Maintenance Procedures

VESTA

- AT&T will provide a "Maintenance Kit" to be kept at a location readily accessible to AT&T Technicians or, in some special cases, due to an Agency's location or system size, kept on site in a secured location. The contents of the Maintenance Kit will be based upon the requirements of the Agency's 9-1-1 system. AT&T absorbs the cost of the Maintenance Kit and the equipment provided within the kit will remain the property of AT&T.
- AT&T includes five-year parts and labor on the 9-1-1 system. The five-year period begins at date of customer acceptance. After the five-year period, the Agency may choose to replace the system, maintain it, or a maintenance contract will be created with agreed terms, conditions and costs. During the first year warranty and years two through five maintenance period, software service packs and hot fixes will be kept current and upgraded at no charge (additional features and hardware may not be included); new Manufacturer software versions, hardware, and Operating System upgrades are not included.

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:

- Printer ink and paper are not included under maintenance.
- 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 Agency, the PSAP, or others, which has caused damage to AT&T supported equipment
- Degradation of performance to AT&T maintained systems due to excessive heat, humidity, moisture, condensation, dust, EMI, etc. at Agency's location
- 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.

For repair of unsupported failures, the Agency may request Field services to rectify unsupported failures, as defined above, on a Time & Materials basis. Labor rate charged will be the current AT&T labor rate (plus expenses) at the time service is requested.

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

10.3 Remedial Maintenance

Please refer to Appendix H for additional information on maintenance procedures.

10.4 Technician Expertise

Please refer to Appendix H for additional information on technician expertise.

10.5 Trouble Reporting Contact Number

The Customer Assistance Bureau (CAB) is the trouble reporting center for our priority Public Safety Agencies. The center is responsible for receiving Agency reports and electronically relaying the reports to the responsible work groups for resolution, 24 hours a day, 365 days a year. The Priority Repair Service number is: (877) 500-49-1-1.

10.6 Maintenance Exclusions

Items excluded from maintenance include any Software which is at a revision level not supported by the Software licensor. AT&T makes no guarantee as to parts availability on Equipment that has been discontinued by its manufacturer. In the event a manufacturer discontinues producing any Equipment or in the event the Equipment has outlived the manufacturer's suggested product life cycle, AT&T will continue to provide Service under the Maintenance Plan for as long as parts are available on a commercially reasonable basis. In the event repair parts are not readily available, AT&T will advise customer and customer will have the option to replace the Equipment with a similar product AT&T offers at the prevailing rates. In the event the customer declines to authorize such replacement, AT&T will cease providing Service for such Equipment.

11.0 TRAINING

11.1 Supervisor/Dispatcher Training

Formal training for aforementioned systems will be provided by the manufacturer and/or vendor(s). The Agency will need to provide a training area with working VESTA positions for training. The training will be done during normal business hours (8 a.m. and 5 p.m.) Monday through Friday. If the Agency requests off-hours training, it can be negotiated but may result in additional expense.

The training identified in above section 1.2 will be included in on-site training provided to the Agency, the actual number of classes will dependent up on the number of available training positions and Agency personnel shift schedules.

VESTA Training support (cutover coaching) will be available through the day of cutover (one 8 hour session or two 4 hour sessions). Post-cutover training requirements must be negotiated with the AT&T Project Manager and may result in additional expense to the *Agency*.

VESTA Training support (cutover coaching) will be available through the day of cutover (one 8 hour session or two 4 hour sessions). Post-cutover training requirements must be negotiated with the AT&T Project Manager and may result in additional expense to the *Agency*.

Post-cutover training requirements must be negotiated with the AT&T Project Manager and may result in additional expense to the Agency.

11.2 Training Documentation

VESTA

Training documentation may include hard-copies of the User Guide per site, and one soft-copy will be installed on each workstation. Documentation will be given to the Agency's designated training coordinator.

11.3 Service Manual Documentation

Technical Installation and Maintenance manuals will be provided with the delivery of the systems. These technical manuals should be kept in the equipment room near the equipment racks for the AT&T technicians to utilize as necessary.

12.0 DOCUMENT ACCEPTANCE

Mendocino County Sheriff Department

**(5) VESTA 9-1-1 Positions
Project**

Contract Number: 4156-6

I have read the preceding document version 1.0. I understand and approve of the scope of work described therein. In addition, I understand that subsequent modifications to the scope of work will be requested on the attached Change Request Form and approved by both Mendocino County Sheriff Department and AT&T.

Mendocino County SO

Date



August 9, 2017

Application Sales Executive, AT&T California

Date

Appendix A: Agency Compliance - Site Certification Document

Mendocino County SO – 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 Agency prior to AT&T beginning the installation of the new or upgraded system. The completion of all building modifications is the responsibility of the Agency. 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 Agency 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 Agency. Work will be rescheduled upon completion of the required modifications.

- 1) No 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.

Authorized Agency Representative understands that the modifications listed above must be complete prior to AT&T commencing installation.

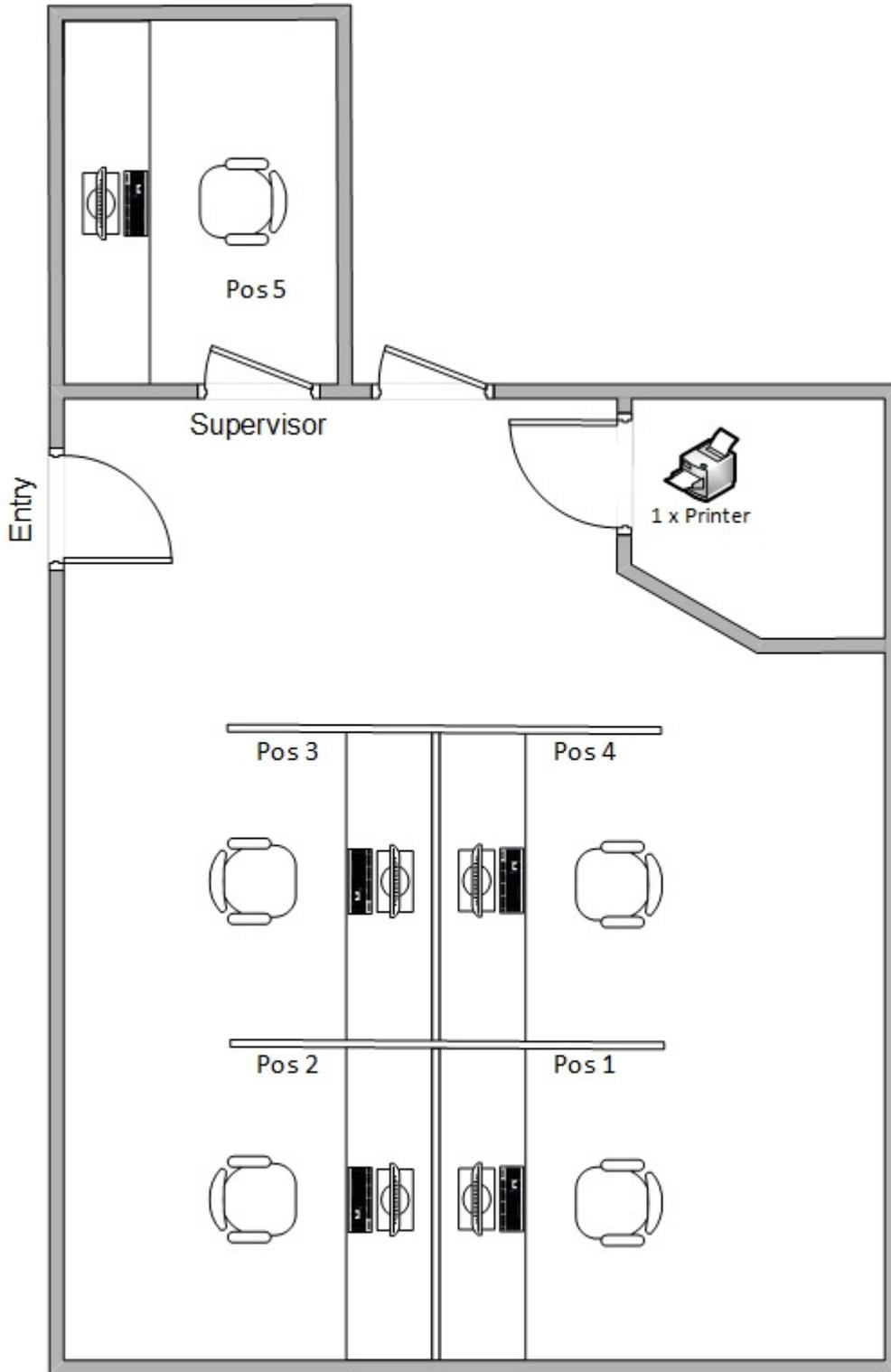
Authorized Agency Representative accepts modification list.

Date

Authorized Agency Representative certifies modifications complete.

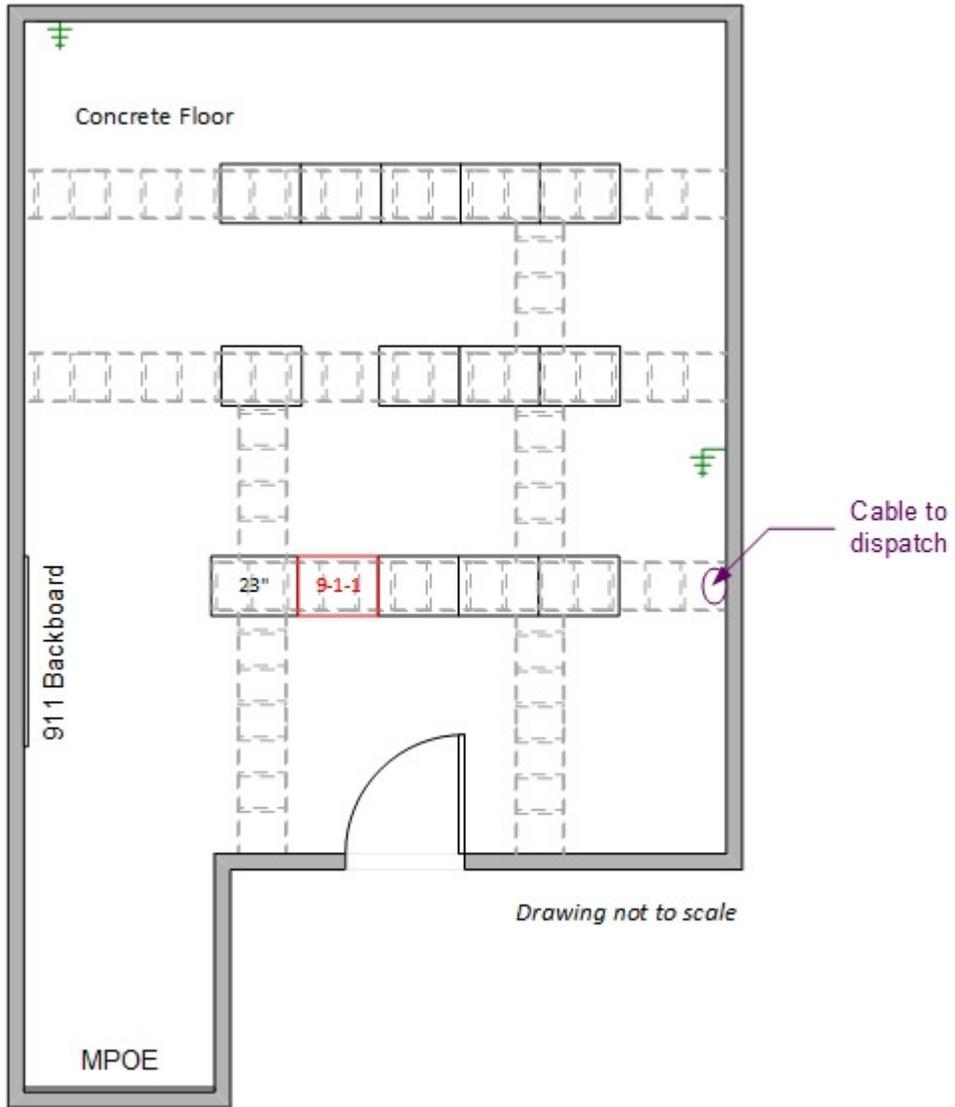
Date

Appendix B: Floor Plan
FOOTPRINT OF DISPATCH ROOM



Drawing not to scale

FOOTPRINT OF EQUIPMENT ROOM



Appendix C: Pricing & Terms

Please refer to separate document.

Appendix D: Change Order Request Form

AT&T Project Office

Change Request Form: Mendocino County SO

Change Orders cannot be billed directly to the State without State approval.
The Agency 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 Agency Signoff:	Date:
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Appendix E: STAND ALONE CPE SYSTEM ACCEPTANCE AND AUTHORIZATION FORM

Please refer to separate document.

Appendix F: AT&T LAN/WAN Policy

AT&T LAN/WAN PSAP Security Policy

AT&T will terminate the 9-1-1 LAN (AT&T provided) to a firewall (AT&T provided) for use by AT&T or sub-contractor for installation/remote support and maintenance via an AT&T/Agency provided connection (DSL, etc.). If the solution requires inter-LAN connectivity, AT&T will work with the Agency to formulate a mutually agreed network design.

In the event the Agency has previously connected or subsequently connects their 9-1-1 LAN to any other computer network or has caused or causes such a connection, contrary to this Security Policy herein (which Agency acknowledges it has received and read), and the 9-1-1 equipment and/or 9-1-1 LAN is infected or damaged as a result of such connection, then all 9-1-1 equipment and/or 9-1-1 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 9-1-1 equipment and/or 9-1-1 LAN at the Agency'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.

The Agency agrees to indemnify and hold AT&T harmless for any damages to or claims by any third party against AT&T that arise in whole or in part from Agency's existing or subsequent connection of the 9-1-1 equipment and/or 9-1-1 LAN provided hereunder to any computer network outside of AT&T's control.

For AT&T/Agency Firewall interconnection instructions please reference Appendix G. "Agency Provided Internet Access".

Appendix G: Agency Provided Remote Access

E9-1-1 Agency Provided Remote Access for 9-1-1 Installations

Summary

The purpose of this document is to provide specifics for Internet access that will ultimately be terminated into an AT&T supplied Cisco ASA firewall (ASA). The purpose of the ASA is to provide remote access via two-phase authentication and/or secure site-to-site VPN tunnel into the 9-1-1 equipment for remote maintenance and monitoring as applicable and as needed. By allowing only authenticated and encrypted traffic, the AT&T managed Cisco firewall will ensure the security and integrity of the 9-1-1 system.

Technical Requirements

AT&T requests the Internet access meet the following technical requirements.

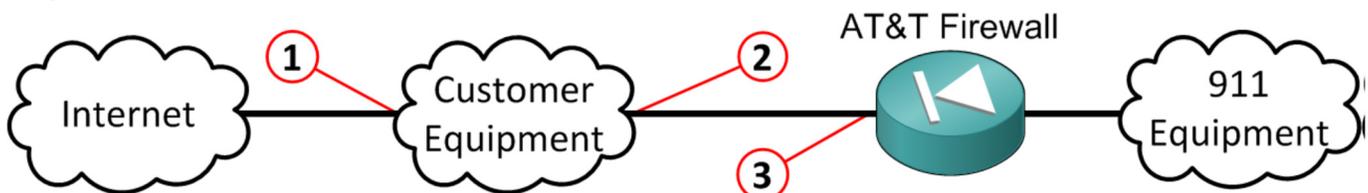
- Access to the Internet with a minimum speed of 1.5M download and 768k upload
- Allowance for the following protocols:
 - SSH – TCP port 22
 - HTTPS – TCP/UDP port 443
 - NTP – UDP port 123 (site dependent)
 - IPSEC protocol suite
 - IP Protocol 50 for IPSEC ESP
 - UDP Port 500 for IKE Phase 1
 - UDP Port 4500 for IKE Phase 1 with NAT-T
- Physical hand-off should be Copper Ethernet, Cat5E or better

Informational Requirements

The Customer shall provide the following IP addressing and where appropriate subnet mask information to AT&T Project Management via email to be distributed to relevant AT&T Engineering and Technical resources. See Diagram 1.

1. Public IP address to access the ASA from the Internet
2. Default Gateway for the ASA to access the Internet
3. Private IP address assigned to the Customer side of the ASA if Customer is performing NAT (Network Address Translation)

Diagram 1



Notice

AT&T reserves the right to revise this document for any reason, including but not limited to, conformity with standards promulgated by various governmental or regulatory agencies, utilization of advances in the state of the technical arts, or the reflection of changes in the design of any equipment, techniques, or procedures described or referred to herein. Liability to anyone arising out of use or reliance upon any information set forth herein is expressly disclaimed, and no representations or warranties, expressed or implied, are made with respect to the accuracy or utility of any information set forth herein. Prepared by: Keith Martin, Technical Consultant II / km7564@att.com / 918-519-2634 version 2015.05.16

Appendix H: 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 Agency 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) 500-49-1-1

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!
9. Identification of Major or Minor Failure. (Defined below)
10. For urgent restorations you can ask for an hourly status from the Plant Control Office/PCO.

Major Failure - Definition Of Major Failure: Any hardware, software or circuitry failure that prevents the 9-1-1 PSAP call taker from making voice or TDD contact or viewing ANI information or ALI information from a person who has dialed 9-1-1. Upon verbal notification by the Agency, or electronic notification by the 9-1-1 system itself, of a major failure, AT&T will meet the required response time detailed below:

ONSITE RESPONSE: A factory-trained technician will respond on-site with spare parts and/or software within two (2) hours, or less, to diagnose and commence repair of a major failure. (The initial replacement of some components may not be identical to the defective part (monitor, keyboard, mouse, speakers, etc.). This is to provide an expeditious restoration. An identical replacement part will be provided within 72 hours.) Within two (2) hours, or less, the responding technician will notify the PSAP of the nature of failure and an estimated time to effect repairs.

Minor Failure - Definition of Minor Failure: Any hardware, software or circuitry failure that prevents the normal operation of any feature of the 9-1-1 system. Upon verbal notification by the Agency, or electronic notification by the 9-1-1 system itself, of a minor failure AT&T will meet the required response time detailed below:

ONSITE RESPONSE: During the initial notification by the PSAP Agency of a minor failure, the *Contractor* will provide to the PSAP Agency an estimated time for on-site diagnostics/repairs to begin. A factory trained technician will respond on-site with spare parts/software within twenty four (24) hours, or less, to diagnose and repair a minor failure. (The initial replacement of some components may not be identical to the defective part (monitor, keyboard, mouse, speakers, etc.). This is to provide an expeditious restoration. An identical replacement part will be provided within 72 hours.) Within twenty four (24) hours, or less, the responding technician will notify the PSAP of the nature of failure and an estimated time to effect repairs.