



Monterey County Emergency Communications

with:



SCOPE OF WORK

for

**CA 9-1-1 MPA #: 4145-6 VIPER
Add SVN &
14 Positions (12 IWS, 2 Laptop)**

Revision: 2.0

Date: 13 May 2021

Prepared By: Robert Russo

Application Sales Executive: Jeff Cushman

CA 911 Advisor: Theresa Fryer

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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 E911 system requirements for **Monterey County Emergency Communications** (herein referred to as Agency). AT&T will utilize approved 911 Call Handling and other system/service integrators, (herein referred to as Manufacturer and Vendors respectively), to achieve the proposed system design, the following high-level E911 system components are included: Installation of the following E911 system components: Satellite VIPER Node (SVN) and (14) positions, ((12) IWS and (2) Laptop). 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.

This may be done in one or two phases (depending upon Agency funding):

Phase 1:

Satellite VIPER Node and (7) IWS Positions

Phase 2:

(5) IWS and (2) Laptop Positions

Basic System Components

(Table 1)

QTY	Item Description		
12	Call Handling Desktop Positions		
2	Call Handling Laptop Positions (Note: <i>No Redundant Network Interface</i>)		
0	IP Phone Sets		
4 Port	NetClock		
Included	MIS Reporting		
Not Included	Long Term Voice Recorder		
Included	System Printer	Install Location:	Dispatch (Schilling site)
0	Mapping Positions		
14	ACD Automatic Call Distribution		
1	PowerOps Display Workstation and 55" Monitor		

1.2 AT&T Provided System Components

Manufacturer Call Processing Components

(Table 2)

QTY	Item Description
Backroom Equipment	
1	7' Enclosed Cabinet
1	SVN Server (rack mount)
1	Object Server
1	19" LCD Monitor(s) for Call Handling Servers (rack mount)

1	KVM 8 Port Switch for Call Handling Servers (rack mount)
1	Cisco 5506 Firewall
Positions	
12	Intelligent Workstations (IWS) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).
12	24" LCD Monitors for Intelligent Workstations (IWS).
12	IRR Module
12	48 button Genovation keypads
0	Arbitrators
12	Busy Lights, 4 lights different colors
Laptop Positions	
2	Laptop Position(s) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).
2	24" LCD Monitor
2	IRR Module
2	48 button Genovation keypads
0	Arbitrators
0	Busy Lights, 4 lights different colors
IP Phones	
0	IP Phone
0	IP Phone Expansion Module
LAN Switches	
2	Ethernet Switches
Gateways	
1	Redundant Gateway Chassis (G3 CIM/AIM)
6	4-Port CAMA Interface Module
6	4-Port Admin Interface Module
2	T1/PRI Single SPAN Gateway

Uninterruptable Power Supply Equipment (UPS)

(Table 3)

QTY	Item Description
0	Equipment Room UPS System
0	Position UPS (1) for Each Position

Included -Management Information Systems (MIS) Reporting System

(Table 4)

QTY	Item Description
-	Included in base/host system

Mapping Components

QTY	Item Description
-	Not included

4 Port - NetClock System Support Components

(Table 5)

QTY	Item Description
1	GPS Command Center Package - up to 4 networks
1	• NetClock Model 9483 with OCXO Oscillator
1	• Display Clock
1	• GPS Outdoor Antenna Model 8225
1	• GPS Antenna Surge Protector Model 8226
1	• Outdoor GPS Antenna Cable, 100 ft.
1	• Multi-port Network Card (3-PORT NTP)

Not Included -Long-Term Recorder

(Table 6)

QTY	Item Description

Training Included with System

(Table 7)

QTY	Item Description
1	ACD CCS Training (call flow)

System Line Interface

(Table 8)

QTY Ports	Description	QTY Used	QTY for Growth
24	CIM/CAMA 9-1-1 Trunk Ports	0	24
24	AIM/Admin Line Ports	0	24
2	T1/PRI SPAN Ports	0	2

Trunks & Line

(Table 9)

New lines to be determined and installed; designed for capacity referenced in above table

8.

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

The equipment provided by ATT will comply with State of California Contract 4145-6 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:

(Table 10)

QTY	Item Description
-	Nothing to be reused

1.4 Agency Provided System Components

Agency shall supply following system components:

(Table 11)

Item Description
Conduit pathways from each position location to VIPER backroom equipment.
Network connectivity between Main and Backup sites (design pending). The connection between the two sites must operate on Layer 3.

Remote Maintenance Circuit

(Table 12)

Remote Maintenance Circuit (To be Provided by the Agency)
Internet Access to AT&T firewall for remote support of 9-1-1 equipment

1.5 System Components Not Provided by AT&T

(Table 13)

Item Description
Mapping system (Data Management)
Long-term Voice Recorder (LVR)
UPS for backroom or positions

1.6 Equipment Removal & Disposal

Existing 911 Equipment

The following equipment will be removed and left at the Agency site:

(Table 14)

Item Description
<i>Not applicable</i>

AT&T technicians will work with the Agency's personnel to remove the old equipment (disconnected and powered off by Agency) as identified by the bulleted equipment list above. AT&T technicians will place old IWS equipment in an area designated by the Agency. AT&T technicians will not remove any existing equipment from the Agency's building and AT&T technicians will not remove any existing cabling.

2.0 DESIGN SOLUTION

2.1 System Overview

Monterey County currently has a standalone VIPER system at their Dispatch Center on Natividad Road. Monterey County has a backup center on Schilling Road.

The addition of the Satellite VIPER Node (SVN) and positions provides Monterey County the ability to have an expanded system at Schilling Road, and act as a survivable system should the Natividad Road become inoperable. Both centers can operate simultaneously, if desired, under normal conditions.

AT&T will implement a Call-Processing suite of hardware/software applications: for this E9-1-1 system design solution. AT&T will achieve these system objectives by implementing the following managed work operations:

(12) -911 Positions

Install 911 positions in the call-taking/dispatch area. AT&T will install (4) CAT5e cables run to each position from the backroom. The cables are provisioned as follows: (1) Primary network interface, (1) secondary network interface (1) long-term recorder (position-based, if desired), and (1) Future/spare. Agency to provide conduit or cable path from the backroom to each position and dedicated NEMA 5-15/20R (electrical power) per position.

(2) -Laptop Position(s)

Install 911 laptops and docking stations in the call-taking/dispatch area. Each laptop includes (1) docking station (monitors, keypads, audio units). AT&T will install (4) CAT5e cables run to each laptop position from the backroom. The cables are provisioned as follows: (1) Primary network interface (Laptop does not support dual NIC), (1) long-term recorder (position-based, if desired), and (2) Future/spare. Agency to provide conduit or cable path from the backroom to each position and dedicated NEMA 5-15/20R (electrical power) per position.

(0) - IP Phone(s)

IP Phones are not part of this solution.

PowerOps

PowerOps is a 9-1-1 wallboard application that provides near real-time statistics for operations floor assessment and workforce and call activity statistics.

A dedicated workstation (location TBD) is used for this application and (1) 55" large display is included. The Agency will install the wall mount to hang this display (AT&T provided). A 15/20 amp circuit is required along with a location for the workstation to reside (can be located anywhere as long as the Agency provides video distribution/extension.

Mapping

Not included as part of this solution.

Power Metrics

The existing Power Metrics (Natividad Road) will be leveraged to send CDR data to ECaTS for these additional positions.

Backroom

All back-room equipment shall be installed/mounted in (1) 7' enclosed cabinet, which shall contain all the Controller equipment. The Agency is responsible for drilling/bolting of all equipment to Agency floors.

Included -System Printer

A system printer will be installed in Dispatch (Schilling site). *(This is not a CDR Printer, CDR is provided via Serial output to ECaTS)*

IP Network configuration and Interfaces

Local Area Network (LAN)

- 911 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).
- Agency LAN - computers/peripherals operating exclusively on Agency LAN.
- Integrated LAN – For remote access via Agency’s existing infrastructure, the inter-connectivity between Agency and AT&T LAN will be via secure Firewalls on both LAN segments, and the point of demarcation will be the port on the AT&T provided Firewall.

Wide Area Network (WAN)

- The Agency will provide the network connectivity (layer 3) between the Main and Backup sites. The final design is currently being worked on between AT&T and the Agency.

Remote Access

Please refer to Appendix G: Agency Provided Internet Access, for Agency provided remote access requirements.

Support System

Uninterrupted Power Supply (UPS)

- Agency-provided backroom UPS, will be connected to backroom call processing equipment to keep backroom equipment operational until Agency Power Generator becomes active during Agency building power outage.
- Agency-provided front room UPS, will be connected to front room call processing equipment to keep position equipment operational until Agency Power Generator becomes active during Agency building power outage.

4 Port -NetClock

AT&T will install a new NetClock, **4 Port** model. One of the Ethernet ports will be connected to the AT&T E911 system equipment LAN and configured with an IP address that corresponds to the system IP schema. The remaining three available ports will be available for Agency use.

AT&T will install the GPS Antenna on the roof. The Agency will provide a minimum of one inch (1") in diameter conduit from backroom where the NetClock is to be installed to the roof (for antenna cabling) and ensure that a clearance of approximately 10 feet (10') in diameter exists for the GPS antenna.

AT&T will provide the installation configuration services related to the NetClock system. The MasterClock (9483) has (1) integrated Ethernet Time Server port. This port will be connected to the AT&T E911 system equipment (9-1-1 local area network (LAN)) and configured with an IP address that corresponds to the 9-1-1 IP schema.

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.

The server-centric and scalable design of the system allows the system to be sized to a finite capacity (lines and positions). The number of servers, gateways, in a system depends on the population of the area served. This system is configured for capacity related above in [table 8](#). Additional hardware may be quoted in the future to increase lines (911 or analog) and/or positions at additional cost.

2.2 Network Elements

[Table 9](#) above defines Agency line and trunk 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.

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 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 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 911-technician per hour.

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

2.4 System Integration Description

ALI

Geographic diverse 56K Data circuits (DSO) that carry the Automatic Location Identification (ALI) data will terminate in the AT&T provided router, which is connected via RS-232c cables to the 9-1-1 Servers.

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 an external sound device 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 device is installed for each 911 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 device also can arbitrate the telephony and radio audio in lieu of the radio console (*Note: Radio vendor integration is preferred*).

CAD

AT&T will provide a local interface connection demarcation point between the system 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.

Firewall

The 911 system includes a firewall to provide secure remote access, facilitating protected remote support and maintenance. A broadband (DSL or better) connection or interface between the Agency's network and the AT&T firewall is required and to be provided by the Agency as per the terms of State contract 4145-6 VIPER. Minimum speed requirement is 1.5MB down/768k up. Please refer to Appendix G for Agency provided remote access requirements.

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 E911 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 911-technician per hour.

5.0 PROJECT TEAM

5.1 Contact Information

Contacts			
Role	Name	Phone	E-mail
Application Sales Executive	Jeff Cushman Phone: (619)917-6568 jc6785@att.com		
9-1-1 Service Executive	Lisa Wirtanen Phone: 708-925-4207 LB9261@att.com		
9-1-1 Systems Technician	Harwin Real: (877) 500-4911		
Technical Sales Consultant	Robert Russo - Phone: (951) 369-2282 - rr1713@att.com		
PSAP Manager	Lee Ann Magoski Phone: (831) 769-8880 MagoskiL@co.monterey.ca.us		
State 911 Advisor	Theresa Fryer - Phone: (916) 657-9145 -theresa.fryer@caloes.ca.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.

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.
- Installation of appropriate cabling from equipment room to all 9-1-1 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 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.
- DSL or high-speed link for remote maintenance/access by AT&T

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, if applicable.
- 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 911 Network and Agency Networks may not share the same LAN Segments. 911 System 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.

PO Issuance Date:	6/30/2021
Equipment Order Date:	7/5/2021
Equipment Delivery Date:	9/13/2021
Site Readiness By PSAP Date:	9/15/2021
Begin Installation Date:	9/18/2021
Programming Change Freeze Date:	9/20/2021
Training Date:	10/11/2021
System Cutover Date:	10/25/2021
PSAP Acceptance Date:	11/4/2021

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.

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 referenced at the beginning of this document.

10.1 Remote Access

The 911 system is provisioned to allow authorized remote access the 911 system in order to identify software and hardware problems and make repairs. If the equipment cannot be repaired remotely, trained technicians will be dispatched to the Agency to facilitate onsite repairs.

10.2 Maintenance Procedures

911 System

- 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 may be negotiated 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) 500-4911.

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

Supervisor/Dispatch Training for this expansion is not included or required.

11.2 Training Documentation

911 System

N/A

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

Monterey County Emergency Communications

CA 9-1-1 MPA #: 4145-6 VIPER

I have read the preceding document revision 2.0. 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 **Monterey County Emergency Communications** and AT&T.

Monterey County Emergency Communications
Lee Ann Magoski – Director

Date

DocuSigned by:

Katherine A Hansen

5/13/2021 | 3:58 PM PDT

16878463597F46B...
Deputy County Counsel Katherine A Hansen
County of Monterey

Date

DocuSigned by:

Gary Giboney

5/13/2021 | 4:02 PM PDT

D3834BFEC1D8449...
Auditor-Controller Gary Giboney
County of Monterey

Date

DocuSigned by:

Jeff Cushman

5/13/2021 | 4:06 PM PDT

822B08B58B284A4...
Jeff Cushman - Application Sales Executive
AT&T California

Date

Appendix A: Agency Compliance - Site Certification Document

Monterey County Emergency Communications – 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) Provide DSL or other high-speed link for remote maintenance and support.
- 2) Install/provide (2) dedicated 20amp circuits for the backroom equipment.
- 3) Install/provide (1) dedicated 15amp circuit for each IWS / Laptop position.
- 4) Provide a conduit or other pathway for network cabling between each position and the backroom.

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.

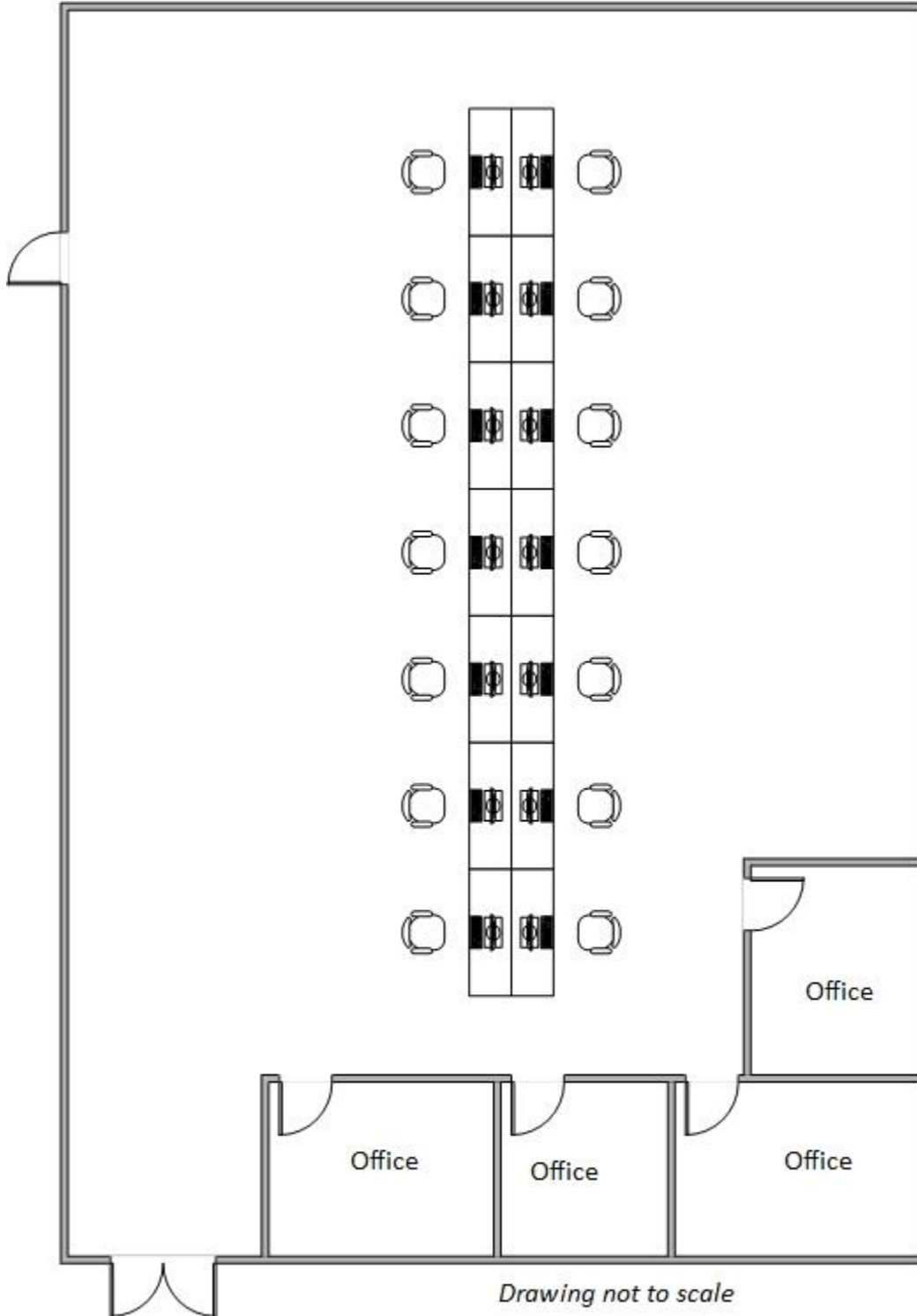
Authorized Agency Representative accepts modification list.

Date

Authorized Agency Representative certifies modifications complete.

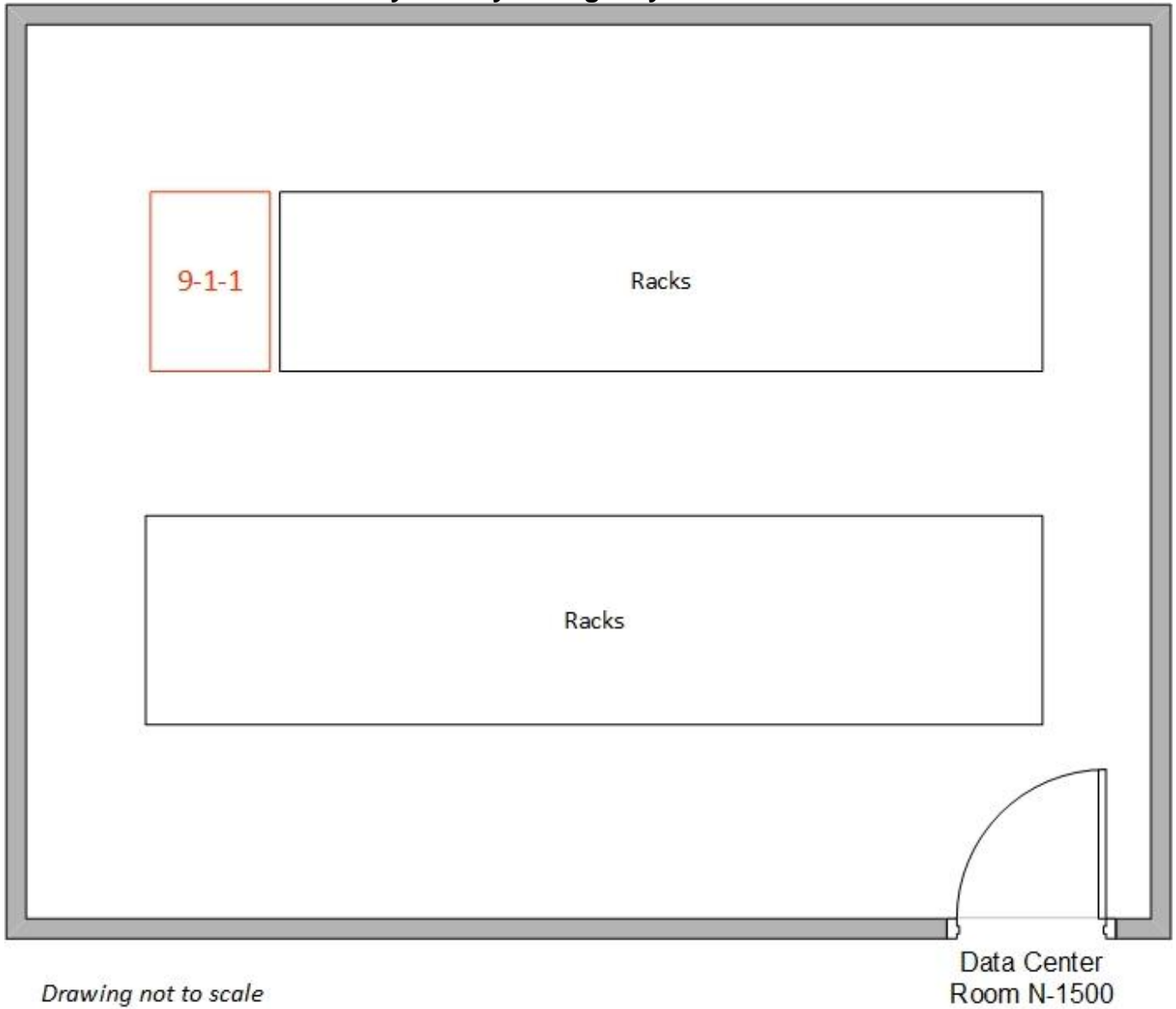
Date

**Appendix B: Floor Plan
Monterey County Emergency Communications
FOOTPRINT OF DISPATCH ROOM**



Conceptual Layout, final layout to be determined

FOOTPRINT OF EQUIPMENT ROOM Monterey County Emergency Communications



Drawing not to scale

Data Center
Room N-1500

Conceptual Layout, final layout to be determined

Appendix C: Pricing & Terms

Please refer to separate document: Quote Summary dated 6-May-21.

The maximum amount payable by the County of Monterey is \$466,494.29

Appendix D: Change Order Request Form

AT&T Project Office

Change Request Form: Monterey County Emergency Communications

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 911 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

E911 Agency Provided Remote Access for 911 Installations

Summary

The purpose of this document is to provide specifics for remote 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 911 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 911 system.

Technical Requirements

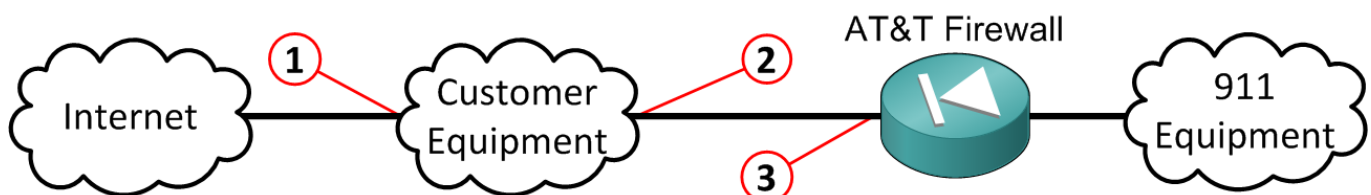
AT&T requests the remote access meet the following technical requirements.

- Access to the Internet with a minimum speed of 1.5M download and 384k upload
- One publicly/Internet accessible Static IP Address
- 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)



Questions please contact: Keith Martin, Technical Consultant II / km7564@att.com / 918-519-2634
Version 2013.05.01

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) 500-4911

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!
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.