



STATEMENT OF WORK

Prepared for:

County of Monterey Emergency Communications Department



CA 9-1-1 MPA #: 4156-6 Higher Ground

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CUSTOMER CONTACT INFORMATION

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HIGHERGROUND CONTACT INFORMATION

Name	Role	Telephone	Email
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SCOPE STATEMENT

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 provide a turnkey solution for a Long-term Voice Recorder (LVR) by HigherGround to the Agency with installation of the following LVR components.

The HigherGround NextGen Capture911 solution includes one (1) 2U Database and Storage server with 8TB of available RAID 1 storage and one (1) 4U Recording Chassis configured for 100% recording of:

- 24 analog position phones
- 26 analog trunks
- 10 analog radio channels
- 128 Harris P25 radio talk groups across 39 frequencies
- Screen Capture for 24 workstations (3 monitors each)

The NextGen Capture911 application core software includes Interaction Search and Retrieval, Redaction, Stand-Alone CD, 2 Standard Dashboards, Quality911 and Real-Time Monitor.

Onsite installation and Web based training are included.

Five (5) years 24x7 remote software / hardware support and maintenance is included in the implementation.

SOLUTION OVERVIEW

Hardware deliverables

The following hardware is included as a part of the solution: It is the Agency's responsibility to provide adequate space and power for the provided equipment.

Qty.	Description	Dimensions	Power Cords
1	2U Rack Mount Database & Storage Server	3.5" x 16.75" x 25.5"	2
1	4U Rack Mount Recording Server	7" x 16.75" x 25.5"	2

HG system units are equipped with mounting rails which allow for installation in a 4 post rack. Any environment where 2 post rack space is designated for HG system units requires additional support shelving.

Note:

All hardware will be assembled and tested in HigherGround's lab prior to shipment to the customer.



SOFTWARE DELIVERABLES

The following software modules and functionality are included as a part of the solution:

Features / Modules

Capture911 Interaction Recorder

Digitally record and store telephone recordings in standard WAV format to hard drives.

All analog and T1/E1 recording systems trigger based on VOX. Digital and VoIP systems trigger based on hook-switch detection (if available in D-Channel). Special recording requirements. **None**

Record on Demand

Users can initiate recording of calls via a desktop icon.

Instant Retrieval

Authorized users can search for and retrieve recordings based on extension, date, time, division, department, and/or station name.

Real-Time-Monitor

Authorized users can monitor telephone calls real-time.

Archiver

Allows for long-term off-line storage of call recordings by moving them to a customer-provided removable storage device such as an external USB drive. Drive sizes over 200MB are not recommended. Options exist for parallel and/or sequential archiving.

Quality911 Dispatcher Evaluation

Customizable grading forms for voice and screen evaluation during playback or in real-time.

ANI / ALI Integration

The capture of ANI (Automatic Number Identification) and/or ALI (Automatic Location Information) data for greater detail in reports.



RESPONSIBILITIES

AT&T

Installation

- mount hardware into customer provided 4-post rack.
- connect Agency installed cabling to the recording unit(s).
- import Client's agent / extension information from an Excel worksheet.
- test each recording channel for triggering and audio quality.
- assist County of Monterey Emergency Communications personnel in configuring desktop shortcuts for access to the HigherGround system.

The following items are specifically outside of the scope:

- Installation of any wiring on the customer's premise (besides wiring related to the recorder).
- Integration to any database, or data source, not specified.
- Installation of any hardware to customer-provided workstations.

Any changes or modifications that fall outside of the original statement of work should be handled through the change request process.

Personnel

AT&T will assign a Project Manager who will direct project activities, communicate progress and issues and facilitate the resolution of any problems encountered. They are the single point of contact for the Agency to deal with for any HigherGround activities, problems or concerns, or information.

Training

AT&T contracted HigherGround to provide remote web-based training. Training will cover system administration, search and playback and reporting. The training will be scheduled to occur just after the installation.



County of Monterey Emergency Communications

In order to ensure a successful and timely installation of the NextGen Capture911 Interaction Recording System, County of Monterey Emergency Communications is responsible to ensure the following requirements are met prior to the scheduled installation.

Any incomplete items may delay installation and/or result in additional installation charges.

Site Requirements

- Space in provisions in a 4-post equipment rack for hardware as specified in Section 3.1.
- Connectivity to a KVM switch for two (2) Windows-based servers.
- Completed Configuration Requirements Document
- Three (3) 100/1000bT Ethernet connections within 6 feet of recording system. (One for database server, One for Recording Server, One for connectivity to Harris.
- Provisions for alarm monitoring and remote diagnostics.
- Sufficient 120V, 400W power outlets within 6 feet of the system for the hardware specified in Section 3.1. A customer provided UPS is strongly recommended.

Access Requirements

- Building
- Secure areas
- Training

Personnel Requirements

County of Monterey Emergency Communications is responsible for ensuring that appropriate personnel are available during normal business hours.

Implementation Project Manager

A single point of contact should be assigned by County of Monterey Emergency Communications to the project to work directly with the HigherGround Project Manager for the duration of the engagement. The purpose of this role is to facilitate the exchange of planning and scheduling information through a single coordination point that will have the following responsibilities:

- Overall Project Management responsibility for County of Monterey Emergency Communications.
- Project decision making authority or immediate access to the decision maker for County of Monterey Emergency Communications.

Network Administrator

This person will work with the HigherGround Installer to address and resolve all network connectivity and security issues during the installation.

Communications Administrator

This person will work with the HigherGround Installer to provide connectivity to Client communications systems (PBX, ACD, etc.) and resolve any connectivity issues during the installation.



Ongoing Requirements

Software Conflicts

Installation of Altiris SMS on HigherGround servers has been shown to cause system crashes and performance failures. HigherGround does not recommend or support the use of Altiris software on its servers.

It is recommended that you consult with a HigherGround Client Support Technician prior to installing any 3rd party software application to your HigherGround system.

Microsoft Service Packs, Critical Updates and Patches

HigherGround recommends only applying Microsoft's critical updates. HigherGround does not recommend updating drivers.

HigherGround does not test patches as they are released but we do load updates to our own systems. We are limited by the quality of what Microsoft releases. When making any changes to your HigherGround system, monitor the system very closely and notify HigherGround immediately if there are any problems.

Software Backups

It is the customer's responsibility to maintain current backups of all applications and data stored on HigherGround equipment.



PROJECT PLAN

The following timeline is based on the next business day that AT&T receives the completed paperwork from the Agency and is offered as a general planning reference.

Week	Task
1	AT&T Receives PO and signed SOW by Agency AT&T processes paperwork and requests a PM
2	AT&T places order to HigherGround Project Kick Off meeting Planning and Review meeting Tentative Installation / Training Dates Statement of Work / Configuration Requirements sent to the customer
2 – 4	System Assembly in HigherGround's Canoga Park lab System burn-in and testing Completed Configuration Requirements document returned System Configuration System shipped to customer Finalize installation and training dates Customer completes site preparation
5	System Installation System testing Customer Training Final user acceptance
6+	Post-installation follow up as necessary Project Completion / Turn over to Client Support

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.

Acceptance

The project will be deemed to have been accepted when the following condition has been met:

- The HigherGround system is installed, configured and operational
- The application conforms to the specifications in the Project Scope.
- The Agency has been provided with necessary contact information for AT&T's technical support center.
- The HigherGround solution has met all criteria of the user acceptance testing plan.



CHANGE MANAGEMENT PROCESS

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- County of Monterey Emergency Communications' changes to the SOW and/or specifications for the services.
- County of Monterey Emergency Communications' changes to the project plan.
- Unavailability of resources that are beyond either party's control.
- Environmental or architectural conditions not previously identified.

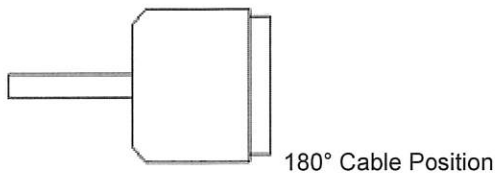
In the event either party desires to change this SOW, the following procedures shall apply:

- The party requesting the change will deliver a Change Order Form to the other party. The Change Order Form will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the deliverables and/or the schedule.
- A Change Order Form may be initiated either by the Customer or by HigherGround for any changes to the SOW. The Project Coordinator of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the Change Order Form and negotiate in good faith the changes to the services and the additional charges, if any, required to implement the change order. If both parties agree to implement the change order, the appropriate authorized representatives of the parties will sign the change order, indicating the acceptance of the changes by the parties.
- Upon execution of the Change Order Form, the Change Order Form will be incorporated into the SOW.
- AT&T is under no obligation to proceed with the Change Order Form until such time as the Change Order Form has been agreed upon by both parties.
- Whenever there is a conflict between the terms and conditions set forth in a fully executed change order and those set forth in the original SOW, or previous fully executed change order, the terms and conditions of the most recent fully executed change order shall prevail.

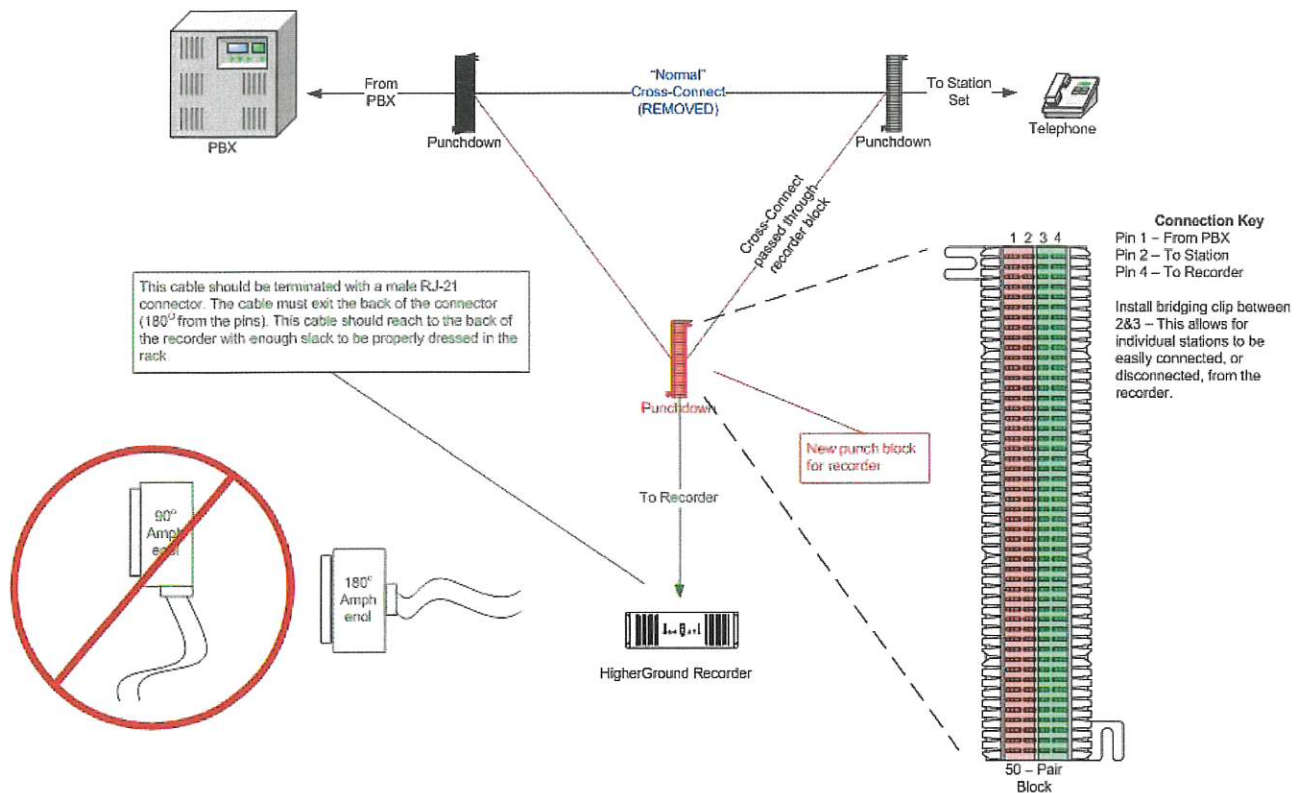
STATION CONNECTIVITY

Digital and Analog station inputs are provided in 8, 16 and 24 channel increments. Each recording card has a single input connector. Use MALE 180 Degree (straight in) Amphenol telco plugs to interface with the input connectors at the back of the recorder unit. The physical characteristics at the rear of the recorder unit require the MALE RJ-21 Amphenol connector be the 180 degree (straight in) type.

(As an example Graybar part number 25-3-PX-XX-180; XX = Cable Length) www.graybar.com




Recorder Connection Diagram





PRICING

DATE: 30-Jan-20		QUOTE SUMMARY		Quote Valid Thru: 29-May-20	
PSAP: Monterey ESC			System:		Higher Ground
 					



Monterey County Emergency Communications

I have read the preceding document revision 1.0 and 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.

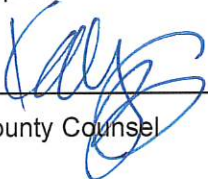
Monterey County Emergency Communications

Date

Jeff Cushman - Application Sales Executive
AT&T California

Date

Approved as to Form:



County Counsel

02.25.20

Date

Approved as to Fiscal Provisions



Auditor/Controller

3/5/20

Date