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EDWARD N. BONNER
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DEVON BELL
UNDERSHERIFF

To: The Honorable Board of Supervisors
From: Edward N. Bonner, Sheriff-Coroner-Marshal
Date: December 8, 2015
Subject: Purchase and Installation of Enhanced 9-1-1 Telephone System

Action Requested

Approve the award of a Purchase Order to AT&T Inc. in the amount of \$413,000 for purchase and installation of 9-1-1 emergency telephone equipment and authorize the Purchasing Manager to execute all related documents. Funds for this purchase will be provided by the State 9-1-1 Program.

Background

In 2012, executives from the five Placer County Law Enforcement Agencies (PLEA) who provide 9-1-1 services within Placer County identified necessary upgrades to the State's Legacy 9-1-1 System, as it was determined the 45 year-old analog system was incapable of managing systems necessary to provide enhanced 9-1-1 services. As a result, PLEA commissioned a joint study to determine the feasibility of a regional, hosted call management solution capable of supporting digital communications through a networked IP-based system. An ad hoc committee, made up of the managers from each Public Safety Answering Point (PSAP), was formed and tasked with identifying the value of shared 9-1-1 resources in the Placer County region.

Over the next three years, the ad hoc committee conducted extensive research and ultimately determined there would be significant benefit in pursuing a regionally-interoperable 9-1-1 system. The Multi-Node Viper 9-1-1 call management system, installed and maintained by AT&T California, met or exceeded the system and service criteria established by the committee. In the proposed model, the Placer County Sheriff's Office would house and own a fully redundant, complete stand-alone 9-1-1 system, including all equipment and software. The Roseville Police Department would also own and house their own fully redundant, complete stand-alone 9-1-1 system, including equipment and software. The remaining agencies, including the cities of Lincoln, Rocklin, and Auburn, would purchase and own their respective 9-1-1 equipment, but would utilize remote connectivity to access the Placer County and Roseville server equipment.

This model would provide redundant functionality in the event of an emergency, work overflow, or system failure anywhere within the network. In the event that one or more of the other PLEA agencies should decide not to participate in the regional project, the Placer County Sheriff's Office would still own all necessary equipment and software to operate the enhanced 9-1-1 system, with no fiscal impact to Placer County.

Every five years, the Public Safety Answering Points (PSAP's) in California are eligible to receive funding from the State 9-1-1 Office to support 9-1-1 telephone equipment. The Placer County Sheriff's Office has secured funding in the amount of \$413,000 from the State, which enables the purchase of the new system without fiscal impact to the County.

Once the cities of Roseville, Lincoln, Rocklin, and Auburn have secured their respective funding and have gained approval to move forward from their respective City Council's, a Memorandum of Understanding (MOU) will be brought back to your Board for review and approval. The MOU will provide detailed guidelines of how the regionally-interoperable 9-1-1 system will operate between the various agencies.

Fiscal Impact

Upon Board approval, a purchase order in the amount of \$413,000 will be issued to AT&T Inc. for purchase and installation of the Multi-Node VIPER 9-1-1 system. Funding for this purchase will be provided by the State 9-1-1 Office. There is no additional impact to the General Fund.



Placer County Sheriff's Department

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at&t

SCOPE OF WORK

for

Hosted VIPER with Power 911
Power MIS
Project

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1.0 OVERVIEW

1.1 Purpose & Objectives

The purpose of this Scope of Work (SOW) is to describe the work to be performed by AT&T California (herein referred to as Contractor) in satisfying the E911 system requirements for Placer County SO (also referred to as Agency). In order to achieve the proposed system design, the following system work operations are required. Remove the existing Power 911 (LifeLine 100, server, and workstations) system and install a new hosted Multi-Node VIPER system with ten (10) new positions of Power 911 and Power MIS. The aforementioned equipment will be used to terminate various trunks, lines and data circuits required to process E911, and administration calls by the Agency.

The VIPER Multi-Node host equipment is common to all participating agencies (Placer County SO, Roseville PD, Auburn PD, Lincoln PD, and Rocklin PD) and is detailed in a separate (host) SOW. The front-end/call-taking portion of the equipment and other site specific equipment for Placer County SO (host site) is the focus of this SOW.

AT&T shall provide the following products:

Intrado Call Processing Equipment

Qty	Power 911/VIPER
1	Power 911 Object server
7	VoIP AIM Modules - 4 Ports per module for Analog Lines
2	24 Port Ethernet Switch
2	Intrado AIM Gateway Shelf
10	Power 911 Intelligent Workstation (includes CPU, VIPER backroom interface components, Audio Interface equipment, keyboard, and mouse).
10	Integrated Telephone & Radio Recorder (ITRR) Position Software
10	22" NEC LCD monitor w/ integrated speakers
10	Genovation keypad (model 682, 48 buttons)
10	4 Port KVM Switch (keyboard arbitrators)
1	Laptop Power 911 position (includes VIPER backroom interface components, (1) Sonic Audio Interface equipment, (1) PowerMIS Data License, (1) keyboards, (1) Genovation 48 Keypad, (1) mice, (1) 22" widescreen monitor, and (1) docking stations <i>(provided at no additional charge to Agency)</i>)
	Power MIS
1	Power MIS Concurrent Client (user) License
10	Power MIS Data License (per position)
1	Network Color Printer

Agency shall supply following system components:

Qty	Item Description
10	UPS for Positions (Customer provided Building UPS)

System components not included in the sale:

Item Description
CDR Printer / ePrinter
Power Map / MapFlex
Power LVR

****Please refer to Line Item price list for all parts in Appendix D.****

The equipment provided by ATT will comply with State of California Contract 5-5-12-58-01 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.

1.2 Reutilization of Existing Equipment

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

Qty	Item Description
-	19" Racks if required

Re-utilization of existing equipment may require additional system down time that results in the Agency going to Alternate Answer.

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

1.3 Equipment Removal & Disposal

Positron/Intrado Equipment

The following equipment will be removed and left at the Agency site by AT&T:

- ◆ Existing Power 911 server, workstations and ancillary components
- ◆ Existing LifeLine 100 ANI/ALI Controller backroom equipment

AT&T technicians shall work together with the Placer County SO personnel to remove the above equipment. AT&T technicians shall place old equipment in an area designated by the Agency. AT&T technicians shall not remove any existing equipment from Placer County SO's building.

2.0 DESIGN SOLUTION

2.1 Call processing

System Overview

Placer County SO is one of the two Multi-Node VIPER host locations in this design. As Placer County SO is also a PSAP, they will have local Power 911 workstations. Although Placer County SO is a host site, they are configured as a remote site in order to benefit from having two active hosts (the second host is located at Roseville PD). A detailed host design can be found in the SOW for the host/common equipment.

AT&T shall provide a complete E911 system solution from a high-level perspective by deploying Call-Processing related system equipment. The functionality of these system components when coupled together enables the Agency with the capability to process E911 and administrative type calls and other various PSAP emergency and non-emergency functions. This system also creates a system solution that enables the Agency to gather, process, and statistically report all critical 911/administrative call information.

The new Power 911 workstations will remain, as the Power 911 workstations do currently, located in the backroom. The Agency currently provides the KVM extension devices (BlackBox). In the event where there is a technical or other reason that prohibits the Power 911 workstations from residing in the back room, they will be installed at each dispatch position.

AT&T will implement Intrado's Call-Processing suite of hardware/software application Power 911 and Power MIS for this E911 system solution. AT&T shall achieve these system objectives by implementing the following managed work operations:

Call-Taker Positions in Dispatch Area

Install ten (10) workstations (positions 1-10) with Power 911, Power MIS data licenses (the data license allows the Power MIS server to collect MIS data from the Power 911 workstation), and ITRR. These positions are AT&T provided HP workstations. Each workstation includes: a keyboard, mouse, 48-button Genovation keypad (model 682), 4 port KVM switch, (1) 22" LCD widescreen monitor, and a single headset/handset jack configured as call-taking / dispatching position.

AT&T will run a quad bundle of CAT5 cabling to each Power 911 position from the backroom. Two will be used for workstation primary and secondary network interface cards (NICs), one for position recording, and one for spare/future.

Laptop Position

Install one (1) laptop (positions 11) with Power 911, Power MIS data license (the data license allows the Power MIS server to collect MIS data from the Power 911 workstation). This position is an AT&T provided HP laptop. The laptop includes: (1) keyboards, (1) mice, (1) Genovation keypad, (1) 22" LCD widescreen monitor, (1) SONIC device, and a single headset/handset jack configured as call-taking / dispatching position.). *This position and associated software and components are included in the solution at no additional cost to the Agency.*

AT&T will run a quad bundle of CAT5 cabling to each Power 911 position from the backroom. Two will be used for workstation primary and secondary network interface cards (NICs), one for position recording, and one for spare/future. The secondary NIC is not applicable to laptop position.

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 "Sonic" device that hands off telephony (Power 911) audio to a radio console. The Sonic also provides a two wire audio path of position audio that will be terminated to

the long-term voice recorder demarcation point. The demarcation point for this audio will be located in the backroom. This enables the radio console to provide headset sharing between phone and radio. The radio console will perform the audio arbitration/switching thus the radio headset jackbox would provide both telephony and radio audio. AT&T technicians shall install a satellite connection box (SCB), telephony audio-only, jackbox at all Power 911 positions. The SCB is for use with carbon-based head/handsets and overrides the radio console provided jackbox when a head/handset is plugged into it. Only Intrado tested and certified headsets and amplifiers (as per the List of Approved Headsets, revision 47, document) are supported. Any non-approved headset or amplifier will be supported on a "best effort" basis

Power MIS Client

The system comes with one Concurrent Client License for Power MIS and can be used on any Power 911 workstation barring only one user is logged into Power MIS at a time. Additional Concurrent Client Licenses can be purchased at any time.

Printer

A networked color (laser) printer is included in this solution which can be used by both the Power 911 and Power MIS systems. This printer will be installed in dispatch or other Agency designated location.

ITRR

Integrated Telephony and Radio Recorder (ITRR) is a short-term recorder and is used to record both telephony audio (from Power 911) and radio audio (from radio console) so it can be played back as desired by the user. It is configured for an eight hour continuous first-in, first out method. Playback output is done via external speakers only at this time (cannot be played via head/handset).

2.2 Backroom System

System Overview

911 CAMA trunks originating from the Agency's serving central office tandem shall be terminated on the Multi-Node VIPER system via the CAMA Interface Modules (CIM) call processing equipment located in the backroom at the two hosts. All lines will be diversified among the respective CIMs between the two hosts to minimize the amount of lines down in event of a gateway or other failure. A failure of one CIM would result in loss of up to four of the 911 trunks terminated on that module. A failure of one gateway shelf would result in loss of up to twelve of the 911 trunks terminated on that shelf (three CIMs per shelf).

Placer County SO's site specific analog lines (10-digit emergency, ring-downs, etc), will be terminated on the VIPER system via Admin Interface Modules (AIM) call processing equipment and located in the backroom of Placer County SO (not a part of the common host equipment). The AIM modules are also known as admin gateway, in that it processes voice and data (Caller-ID) type calls using FXO signaling along with supporting standard Caller-ID (fsk format) decoding. A failure of one AIM would result in loss of up to four of the lines terminated on that gateway. A failure of one gateway shelf would result in loss of up to twelve of the analog lines terminated on that shelf (three AIMs per shelf).

Digital trunk(s) are not included in this VIPER solution, or VOIP Media gateway.

Network Overview

The network is a point-to-point (PTP) network utilizing T1s (1.54 Mbps each) to connect each site to each host. Four T1s will be used to bridge the two host sites together to provide a path for database replication and path diversity in event of primary link failure. In the event a remote site loses connectivity to both hosts, 911 traffic can be rerouted via alternate answer switch(es) and/or backup queues as configured in VIPER.

In the event where connectivity to one host is lost or a host becomes incapacitated, the other host will be able to continue to process 911 calls and local admin calls.

In the event a remote site loses connectivity to both hosts, 911 traffic can be rerouted via the alternate answer switch and/or backup queues to another PSAP as configured in VIPER. Local lines will be processed by the AIM devices in survivability mode as configured in VIPER.

VIPER

Install aforementioned VIPER hardware and Power MIS Server in the VIPER rack located in the equipment backroom. The VIPER equipment rack must be able to fit in all areas leading to the Telco equipment room.

ALI

Geographic diverse 56K Data circuits (DSO) that carry the Automatic Location Identification (ALI) data shall terminate in the AT&T provided router, which is connected via RS-232c cables to the VIPER PMG Servers. Each host will have a primary ALI link (or 'A' link) and a backup ALI link (or 'B' link). Remote sites will not have ALI circuits as ALI requests are processed at the host sites.

CAD

The VIPER E9-1-1 system provides a CAD Interface on the PMG server. It shall provide the retrieved ANI/ALI for an emergency call, as well as the answering position identification on an ASCII RS-232C port. The demarcation point for the Agency CAD is the designated com port of the PMG server in the equipment room cabinet. Additional CAD ports can be configured as necessary using available com ports on servers and/or auxiliary workstations.

2.3 System Growth Capabilities

AT&T warrants that the hardware, software and operating systems sold are current, AT&T approved, at the time of shipment. Software and hardware manufacturers continually 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 modular design of VIPER (v4.3) allows the system to be configured to accommodate up to (300) E9-1-1 Positions, (192) incoming 911 trunks, and (192) analog lines (supports Caller-ID). The number of positions and lines in a system depends on the population of the area served.

This system is designed to accommodate up to (24) 911 trunks at each host (six 4-port CIMs). Host A (Placer) will be provisioned with twenty trunks leaving capacity for four additional 911 trunks. Host B (Roseville PD) will be provisioned with nineteen trunks leaving capacity for five additional 911 trunks.

This system is designed to accommodate up to (24) analog lines locally to Placer Co SO. Placer Co SO will be provisioned with (22) lines leaving capacity for (2) additional analog lines.

Additional capacity can be increased by adding additional CIM/AIMs (requires available port in Ethernet switch and gateway shelf which can be added if necessary). Additional positions can be added connecting to available ports on the Ethernet switches and/or by adding additional switch(es).

2.4 Connectivity

Trunks & Lines

Qty	Trunk Line Definition
11	E9-1-1 Trunks (split between two host sites)
4	7-Digit Emergency Lines
	<ul style="list-style-type: none"> • 823-4411 • 823-4412 • 823-4413 • 823-4416
18	Business Lines
	<ul style="list-style-type: none"> • 886-5375 • 886-5376 • 886-5377 • 886-5378 • 886-5379 • 886-5381 • 886-5393 • 886-5394 • 886-5396 • OES • AJC Evidence • Tahoe Bailiff • Dispatch Door • Tahoe Front Door • PCSO Front Door • PC Hotline 1 • PC Hotline 2 • Colfax Door

2.5 System Programming

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

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

The system shall be programmed with a log in ID for each dispatcher.

The system programming requirements may be changed at the request of the Agency during the Installation process. The AT&T Project Manager/Emergency Communications Manager (ECM) shall work with the Agency to meet the Agency's specific needs.

All system programming on Power 911 or Power MIS shall be handled by AT&T. All initial system programming shall be to replicate the current operation of Placer County SO 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 shall be performed on a Time and Materials basis at the prevailing contract rates. (Examples of adds, moves, and changes are: Adding 7 digit emergency lines to the system; moving a Power 911 position to another location; changing the DID number on a position). The current contract labor rate is \$182.25 per 911-technician per hour.

2.6 Integration Requirements

AT&T shall be the integrator for all telephony-related issues. AT&T shall be responsible for installation and maintenance of all network facilities terminating into the connector block installed at each position.

CAD Interface

The E9-1-1 system provides CAD interface ports that allow other system devices to interface with emergency call information. It will provide the retrieved ANI/ALI for an emergency call, as well as the answering position identification on an ASCII RS-232C port. The demarcation point for the Agency CAD system is the labeled serial port on the Object server in the equipment room.

Recorder Interface

Line-based recording for 911 trunks will be available at each respective host location on a demarcation block in the backroom. As the 911 trunks will be terminated at the host locations, remote agencies will not be able to have line-based 911 trunk recordings at their site (recordings will be available via position-based and/or by obtaining recording from host personnel). Additional ports may be needed on host's recorder(s).

Line-based recording for local lines will be available on a demarcation block in the backroom.

Position-based recording for local positions will be available on a demarcation block in the backroom.

Firewall

The system includes a firewall to give remote access to AT&T for support and maintenance. A broadband (DSL or higher) or Agency connection to the firewall is required and to be provided by the Agency as per the terms of the State contract. Specifications for these options are provided on separate documents

2.7 Building Modifications

All building modifications are the responsibility of the Agency. The AT&T Project Manager/ECM shall 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 shall submit a written cost estimate, which shall 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 shall be submitted to the Agency for approval using the Change Request Form shown in Appendix E.

The Agency shall appoint a single individual as a Project Manager. Change Orders shall be approved in writing, by the Agency's Project Manager. The Contractor shall 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.

4.0 ACCEPTANCE TESTING

Final system acceptance for this Scope of Work will occur when the standards of performance of the State contract which can be reviewed at:

http://www.placer.ca.gov/contracts/contracts/911%20Contract%20-%20Final%20Agmt%20-%20030505.pdf

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.

Once the system is accepted, any further adds, moves and changes will be performed on a Time and Materials basis at the prevailing contract rates. The current contract labor rate is \$185 per 911-technician per hour.

5.0 RESPONSIBILITIES

5.1 AT&T Project Team

Role	Name	Contacts	
		Phone / Fax / Pager	Mail / E-mail

Provisioning Manager	Gayle Kinn	Phone: (916) 972-2283 Cell: (916) 213-4619	gk5619@att.com 3707 Kings Way #C33 Sacramento, CA 95821
9-1-1 Service Executive	Anne Abdallah	Cell: (925) 336-1657	aa4345@att.com 3707 Kings Way Sacramento, CA 95821
Application Sales Executive	Kent Ames	Phone: (530) 400-1987	ka3169@att.com 3707 Kings Way Rm C33 Sacramento, CA 95821
9-1-1 Systems Technician	Eric Gravelle	Phone: (530) 741-9715	eg3676@att.com 1301 Tharp Rd Yuba City, CA 95993
Technical Sales Consultant	Robert Russo	Phone: (951) 369-2282 Fax: (951) 321-1379 Cell: (951) 500-2130	rr1713@att.com 3580 Orange Street #B005 Riverside, CA 92501
Dispatch Supervisor	Tracey Kesler	Phone: (530) 886-5395	tkesler@placer.ca.gov 2929 Richardson Dr. Auburn, CA 95603
PSAP Manager	Paul Troxel	Phone: (530) 718-0537	ptroxelpcso@gmail.com 2929 Richardson Dr. Auburn, CA 95603

5.2 Project Manager

An AT&T Project Manager shall 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.

5.3 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.
- Dressing of all cables.
- Identification and labeling of all cables.
- Installation of appropriate cabling from equipment room to all POWER 911 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.
- UPS for the host equipment.

5.4 Placer County SO Responsibilities

Equipment Room

- Provide locked limited access to the equipment room.

- Provide space for VIPER cabinet.
- Provide 2 dedicated 20-amp circuit for VIPER equipment in cabinet.

Dispatch Room

- Furniture selected by Agency is compatible with, or shall be modified by the Agency to be compatible with, the selected system equipment.
- Provide 1 dedicated 15-amp circuit per each dispatch position.
- Provide conduit run from each dispatch position to backroom equipment.
- UPS for each position (Building UPS)

General

- Access to building for AT&T and subcontractors.
- Conduit and coring of walls.
- Adequate power and power outlets and circuit breakers.
- All radio, CAD and recorder equipment.
- Time Clock if used (NENA-04-002 standard).
- 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 cut-over.
- The Agency's Project Manager shall facilitate the resolution of any problem determined with these interfaces pertaining to the radio, CAD, recorders, NetClock or other Agency owned interfaces.

Note: The 911 Network and Agency Networks may not share the same LAN Segments. Power 911 / Power MIS IP packets must be segregated from CLETS, NCIC, DMV, CWS, and all other Agency network traffic.

6.0 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 Approval Date:	Day 0
Equipment Order Date:	Funding Date + 5
Equipment Delivery Date:	Order Date + 49
Programming Change Freeze Date:	Delivery Date + 7
Begin Equipment Installation Date:	Delivery Date + 10
Training Date:	Begin Installation Date + 21
System In-Service Date:	Training date + 60

Final Installation schedule will be established by mutual consent of the Contractor and the Ordering Agency; however, prior to the installation date, the Ordering Agency may defer the installation, and a new installation date will be established by mutual agreement. Such unilateral deferment shall not exceed 60 days, except by mutual agreement. It should be noted above funding approval date is based upon the date AT&T receives approval from Placer County SO (signed SOW, PO, TD288).

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 shall be no additional cost to the Agency for an after-hours cutover, if it becomes necessary.

7.0 MAINTENANCE PLAN

7.1 Maintenance and Remote Access Services Capabilities

The 911 system is provisioned to allow the AT&T California Major Account Center (CMAC) to remote access into the 911 system in order to identify software and hardware problems and make repairs. In the event that the equipment cannot be repaired remotely, two trained technicians are stationed within two hours of the Agency PSAP to facilitate onsite repairs.

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 shall 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 shall advise customer and customer shall 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 shall cease providing Service for such Equipment.

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

POWER 911/VIPER

- AT&T shall 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 shall 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 shall 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 shall be created with agreed terms, conditions and costs. Service packs, and hot fixes shall be kept current and upgraded at no charge (additional features and hardware may not be included). Operating System upgrades are not included.

7.2 Post-Installation Support Limitations

AT&T's support obligations hereunder shall 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 systems due to non-compliance with the Customer Site Preparation Requirements (excessive heat, humidity, moisture, condensation, dust, EMI, etc.) as identified in AT&T document TP76911, Section C, Part 2, is not covered under Maintenance or Warranty.
- 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.

7.3 Repair of Unsupported Failures

The *Agency* may request Field engineering 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.

8.0 TRAINING

8.1 Supervisor/Dispatcher Training

AT&T and/or its subcontractor will provide Call-taker/Dispatcher and Supervisor/System Administrator training for the Power 911, Power MIS, and Power LVR systems. The training shall be done at the *Agency's* site. Each Call-Taker/Dispatcher class is estimated to be two (2) hours; Supervisor/System Administrator class shall last approximately six (6) hours. The training shall be done during normal business hours (6 am – 6 pm) Monday through Friday.

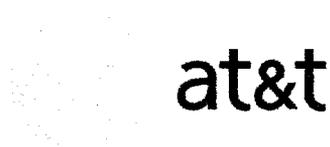
8.2 Training Documentation

Training documentation will include copies of the User Guide per student. Documentation will be provided during training class(es).

8.3 Service Manual Documentation

IWS 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.

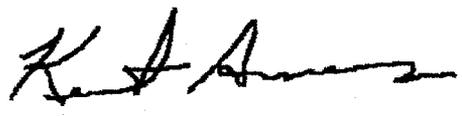
9.0 DOCUMENT ACCEPTANCE



Placer County SO

Power 911/VIPER, Power MIS Project

I have read the preceding document version 2.5. I understand and approve of the scope of work described therein. In addition, I understand that subsequent modifications to the scope of work shall be requested on the attached Change Request Form and approved by both Placer County SO and AT&T.

_____	_____
Placer County SO	Date
	
	September 28, 2015
_____	_____
Application Sales Executive, AT&T California	Date

AT&T LAN/WAN PSAP Security Policy

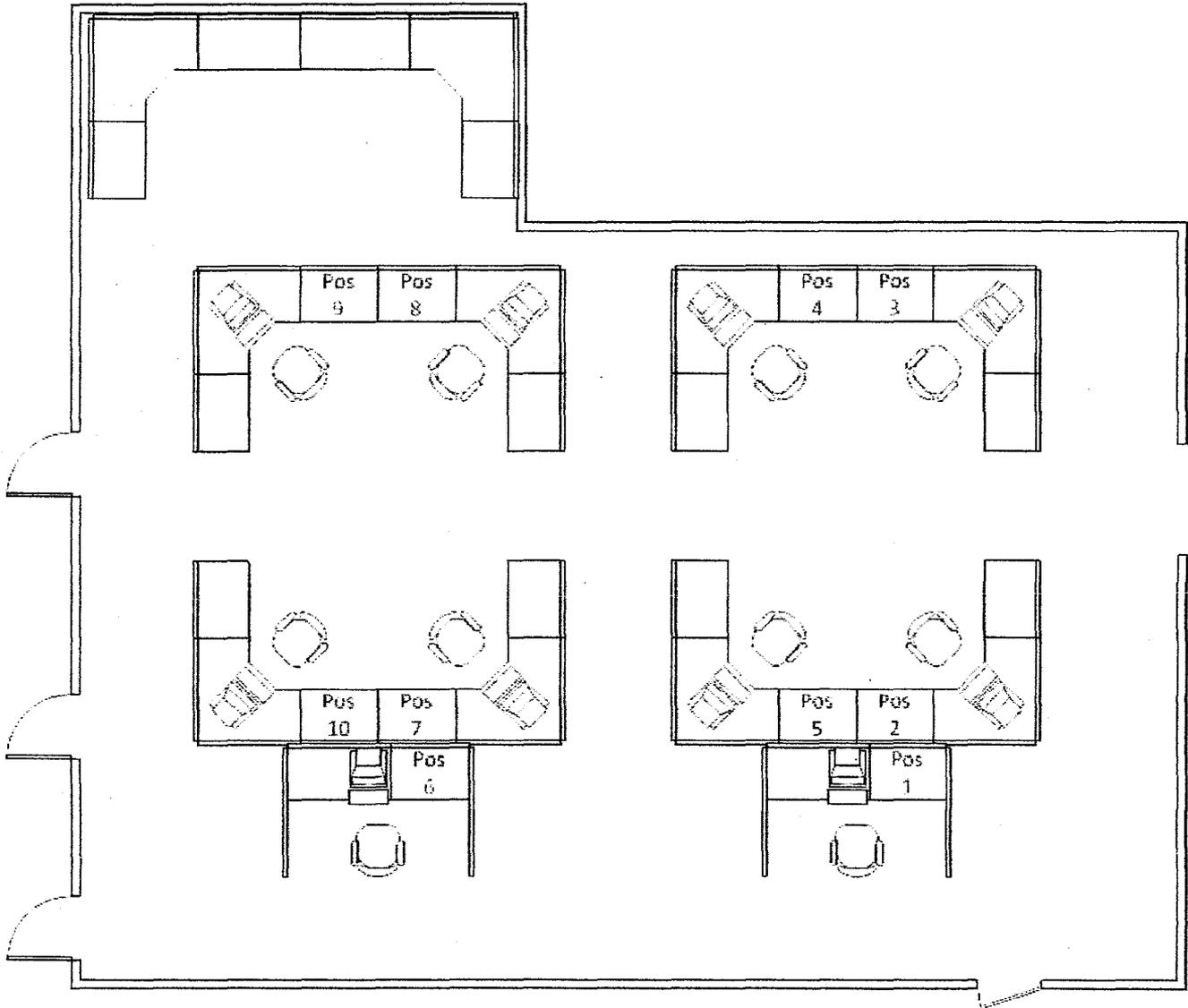
It is AT&T's policy to install 911 equipment only in a secure PSAP Local Area Network ("LAN") that is not connected to any other computer network outside of AT&T's control (with the exception of the national Crime Information Center network or similar network, but only if such connection is expressly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

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

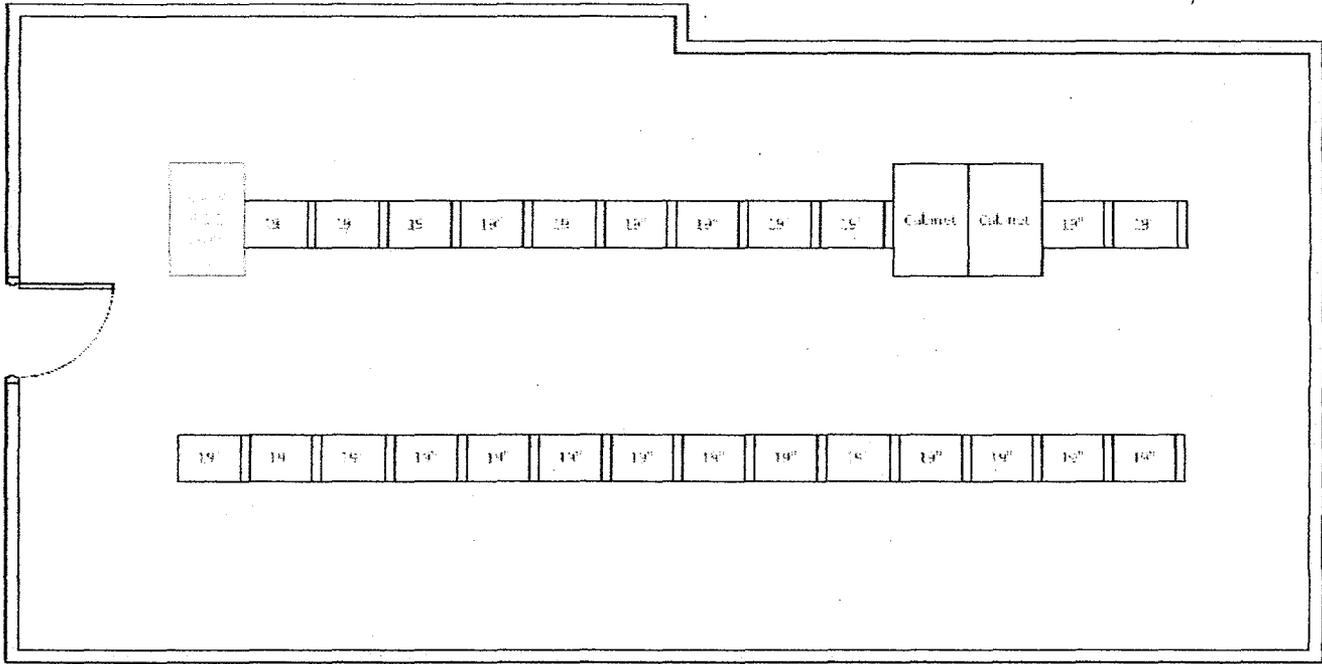
Customer agrees to indemnify and save AT&T harmless for any damages to or claims by any third party against AT&T that arise in whole or in part from Customer's existing or subsequent connection of the 911 equipment and/or PSAP LAN provided hereunder to any computer network outside of AT&T's control.

Appendix C: Dispatch and Equipment Floor Plans

FOOTPRINT OF DISPATCH



FOOTPRINT OF EQUIPMENT ROOM



Drawing not to scale

Appendix D: Pricing & Terms

Please refer to separate document.

Appendix E: Change Order Request Form

AT&T Project Office

Change Request Form: Placer 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/ECM

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 F: Maintenance Procedures

“AT&T”

PROVIDING PRODUCT & SERVICE EXCELLENCE

TROUBLE REPORTING PROCEDURES

The Customer Assistance Bureau (CAB) is the trouble reporting center for our priority Public Safety Agencies. The center is responsible for receiving *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/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 shall 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.