

# Stockton Police Remote

with:



## SCOPE OF WORK

for

# CA 9-1-1 MPA #: 4156-6 VESTA

Revision: 1.0

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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 **Stockton Police Remote** (herein referred to as Agency). AT&T will install: (18) VESTA positions,. These positions are remote positions operating on two Geo-Diverse Host Nodes (Side A/Side B). The Host equipment shall be used to terminate all local lines and all 911 trunks for their respective remote PSAP and data circuits required to process E911 calls by the participants of this system: (Stockton PD, San Joaquin Co SO). The Host system will then present the calls to the corresponding remote PSAPs where the call will be answered by an agent at the remote PSAP. 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 fare included:

### Basic System Components

(Table 1)

Qty	Item Description		
18	Call Handling Desktop Positions		
0	Call Handling Laptop Positions (Note: <i>No Redundant Network Interface</i> )		
0	IP Phone Sets		
None	NetClock		
Not Included	MIS Reporting		
Not Included	Long Term Voice Recorder		
Not Included	System Printer	Install Location:	N/A
0	Mapping Positions		
0	ACD Automatic Call Distribution		

### 1.2 AT&T Provided System Components

### Manufacturer Call Processing Components

(Table 2)

Qty	Item Description
Call-Taking Equipment	
0	19" Cabinet
0	MNTR NEC 17IN
0	KVM 4-PORT SWITCH/ KYBD/MOUSE BNDL
0	V-ML SVR LG STD BNDL GEO
Positions	
18	Intelligent Workstations (IWS) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).

18	24" LCD Monitors for Intelligent Workstations (IWS).
18	IRR Module
18	24 button Genovation keypads
18	Arbitrators
<b>Laptop Positions</b>	
0	Laptop Position(s) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).
0	24" LCD Monitors for Laptop Position(s)
0	IRR Module (Laptop)
0	24 button Genovation keypads (Laptop)
0	Arbitrators (Laptop)
0	PTT Carbon Handsets (Laptop) ( <i>included at no cost to Agency</i> )
<b>IP Phones</b>	
0	IP PHN LIC ENH
0	IP Phone Set EXP MOD
<b>LAN Switches</b>	
0	SWITCH 2620 POE 24-PORT
<b>Gateways</b>	
0	Mediant 1000 TDM Gateway Chassis with Redundant Power Supplies
0	4-Port FXS Gateways
0	4-Port FXO Gateways

**Uninterruptable Power Supply Equipment (UPS)***(Table 3)*

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

**Not Included -Management Information Systems (MIS) Reporting System***(Table 4)*

Qty	Item Description

**None -Spectracom System Support Components (NetClock)***(Table 5)*

Qty	Item Description
	Included with Hosts

**Not Included -Long-Term Recorder**

(Table 6)

Qty	Item Description
0	

**Training Included with system**

(Table 7)

Qty	Item Description
1	(1) 1/2 day class of Admin training for up to 8 students
2	(1) 1/2 day class of Agent training for up to 8 students
1	(1) class of SIP phone training for up to 8 students
0	(1) 8 hour session within a 24 hour day

**System line Interface**

(Table 8)

Qty	Item Description	Qty Used	Qty Available for growth
44	FXO Admin Line Gateway ports	38	6
16	FXS CAMA Gateway Ports	14	2
0	PRI/T1 Gateway Ports	0	0

**Trunks & Line**

(Table 9)

Qty	Trunk Line Definition
14	E9-1-1 Trunks (CO, Analog)
6	10 digit emergency
30	Admin lines
2	Ringdowns

**\*\*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
0	

**1.4 Agency Provided System Components**

**Agency shall supply following system components:**

(Table 11)

Item Description
Conduit pathways from dispatch location to backroom equipment.
Conduit pathways from roof location to backroom equipment.
Backroom and Position UPS

**Remote Maintenance Circuit**

(Table 12)

Remote Maintenance Circuit (To be Provided by the Agency)
Dedicated DSL / T1 Circuit for the Contractor
VPN access from the Internet to 911 Equipment via Agency provided network.

**1.5 System Components Not Provided by AT&T**

(Table 13)

Item Description
CDR Printer (Data Management)
VESTA Intelligent Workstations (IWS)
Logging Recorder System (LTR)
T1/PRI Gateway(s) for Call Processing
Mapping system (Data Management)
Automatic Call Distribution (ACD) (Call Processing)
Activity View/Heads Up Display/MIS Reporting (Agency to use ECATS)
Backroom and Position UPS

**1.6 Equipment Removal & Disposal****Existing 911 Equipment****The following equipment will be removed and left at the Agency site:**

(Table 14)

Item Description
911 Controller Equipment Servers.
911 Call Handling Positions

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

### 2.3 System Overview

AT&T will provide a system solution by deploying E911 system equipment capable of performing Call Processing, and System Support related functionality. The combined functionality of these system components enables the Agency to process E911 and administrative type calls and other various PSAP emergency and non-emergency functions.

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:

#### **(18) - VESTA Node A**

The system will be configured as VESTA Host Node-A in a VESTA Geo-Diverse Hosted solution. Hosts will be located at two Agency provided host locations within San Joaquin County. Host A side (Stockton PD PSAP) of the Geo-Diverse system will be located in: Stockton CA, Host B side (San Joaquin County Sheriff) of the Geo-Diverse system will be located in: French Camp, CA, The Geo-Diverse Hosts above will serve as the call processing system for the following remote PSAPs: Stockton PD, and San Joaquin County Sheriff.

The VESTA Geo-Diverse host equipment is common to all participating agencies and is the focus of this SOW. In order for the Host/Remote solution to function there must be a Internetwork facility that will provide IP connectivity from the common Geo-Diverse Hosts and the two remote PSAPs. The network topology selected for this system solution will be comprised of AT&T provided WAN networks that interconnects all VESTA network endpoints. This topology will ensure redundant operation by deploying redundant WAN connections to from the remotes to each Host.

Agents are able to process calls from their local PSAP's or while sitting at another PSAP within the two remote PSAPs. A local PSAP agent is capable of logging on as another PSAP's agent in order to process remote calls of another PSAP from their local PSAP. For example, a Stockton PD agent while physically located at San Joaquin Shf, can login as an Stockton PD agent and take Stockton PD related calls. Agents may login with their local user agent credentials at other locations to process their corresponding PSAP calls. This Scope of Work will focus primarily on the Geo-Diverse system functionality for this system solution. VESTA (call-taking client), and VESTA Analytics (Management Information System) portion of the equipment for all agencies, is detailed in a separate SOW for each individual agency.

#### **(0) -Laptop Position(s)**

Install 911 laptops and docking stations in the call-taking/dispatch area. 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.

### **Back Room**

All back-room equipment shall be installed/mounted in (2) 19 inch four posts rack/cabinet. The cabinet shall contain all the Controller equipment. The Agency is responsible for drilling/bolting of all Cabinets to Agency floors.

### **Not Included -System Printer**

A system printer will not be installed at N/A.

### **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).

#### **Wide Area Network (WAN)**

- Point to Point Meshed T1's or Multi-point WAN

### **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 back room UPS, will be connected to back room call processing equipment to keep back room equipment operational until Agency Power Generator becomes active during Agency building power outage.
- Agency Provided position UPS, will be connected to each call-taking position equipment to keep each position operational until Agency Power Generator becomes active during Agency building power outage.

### **None -NetClock**

NetClock included at Hosts

### **System Growth Capabilities**

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

This system is designed to accommodate up to (16) 911 lines at host. This solution will be configured to split 911 trunk groups between the two hosts if required. Host A will be provisioned with (14) total trunks leaving capacity for (2) additional 911 trunks. Additional lines can be increased by adding additional FXS gateways (Additional hardware may be required).

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

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

All system-level programming on the 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 handled by designated Agency’s personnel. User-level programming includes, but not limited to, users, speed dials, TTY messages, etc.

## **2.4 System Integration Description**

### **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 VESTA 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 devices (SONIC or SAM) that hands off telephony audio to a

demarcation point for the radio console. This enables the radio console to provide headset sharing between phone and radio. The 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 an interface connection demarcation point between 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 4156-6 VESTA. Minimum speed requirement is 1.5MB down/768k up. Please refer to Appendix G for Agency provided remote access requirements.

### **SMS Text Integration**

This solution **Does Not include** SMS text integration

## **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 / Fax / Pager	Mail / E-mail
Application Sales Executive	Kent Ames	Phone: (530) 400-1987	<a href="mailto:ka3169@att.com">ka3169@att.com</a>
9-1-1 Service Executive	Anne Abdallah	Phone: (925) 336-1657	<a href="mailto:aa4345@att.com">aa4345@att.com</a>
9-1-1 Systems Technician	Troy Gentry	Phone: (209) 373-9908	
Technical Sales Consultant	Shelby Lewis	Phone: (951) 312-3416	<a href="mailto:sl2387@att.com">sl2387@att.com</a>
PSAP Manager San Joaquin Shf	Nicole Phillips	Phone: (209) 468-4690	<a href="mailto:nphillips@sigov.org">nphillips@sigov.org</a>
PSAP Manager Stockton PD	Brandy Thomas	Phone: (209) 937-8887	Brandy.Thomas@stocktonca.gov
State 911 Advisor	Curt Guillot - Phone: (916) 657-9680 - <a href="mailto:curt.guillot@caloes.ca.gov">curt.guillot@caloes.ca.gov</a>		

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

## 6.0 Responsibilities

### 6.1 AT&T Responsibilities

AT&T is responsible for the following:

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

## 6.2 Agency Responsibilities

### Equipment Room

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

- Provider of T1 Network (WAN).

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.

<b>Final Funding Date:</b>	<b>11/30/2018</b>
<b>Equipment Order Date:</b>	<b>12/5/2018</b>
<b>Equipment Delivery Date:</b>	<b>2/13/2019</b>
<b>Site Readiness By PSAP Date:</b>	<b>2/15/2019</b>
<b>Begin Installation Date:</b>	<b>2/18/2019</b>
<b>Programming Change Freeze Date:</b>	<b>2/20/2019</b>
<b>Training Date:</b>	<b>3/13/2019</b>
<b>System Cutover Date:</b>	<b>3/27/2019</b>
<b>PSAP Acceptance Date:</b>	<b>4/6/2019</b>

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**

Formal training for aforementioned systems will be provided by the Manufacturer and Vendor(s). The customer must provide an area for training. The training will be done during normal business hours (8 a.m. and 5 p.m.) Monday through Friday. If the Agency requests off-hours training, it can be negotiated but may result in additional expense.

The following items will be included in on-site training provided to the Agency, the actual number of classes will dependent up on the number of available training positions and Agency personnel shift schedules:

- 1) Students will be trained on call processing and features using an operational 911 Intelligent Workstation position.
- 2) Students will receive administrator training on the system.

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

## **11.2 Training Documentation**

### **911 System**

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

## **11.3 Service Manual Documentation**

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

**12.0 DOCUMENT ACCEPTANCE****Stockton Police Remote****CA 9-1-1 MPA #: 4156-6 VESTA**

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

---

Stockton Police Remote

---

Date

October 24, 2018

---

Kent Ames - Application Sales Executive  
AT&T California

---

Date

## Appendix A: Agency Compliance - Site Certification Document

### Stockton Police Remote – 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 UPS circuits for the backroom equipment.
- 3) Install/provide (1) dedicated 15amp UPS circuit for each IWS / Laptop position.

#### 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

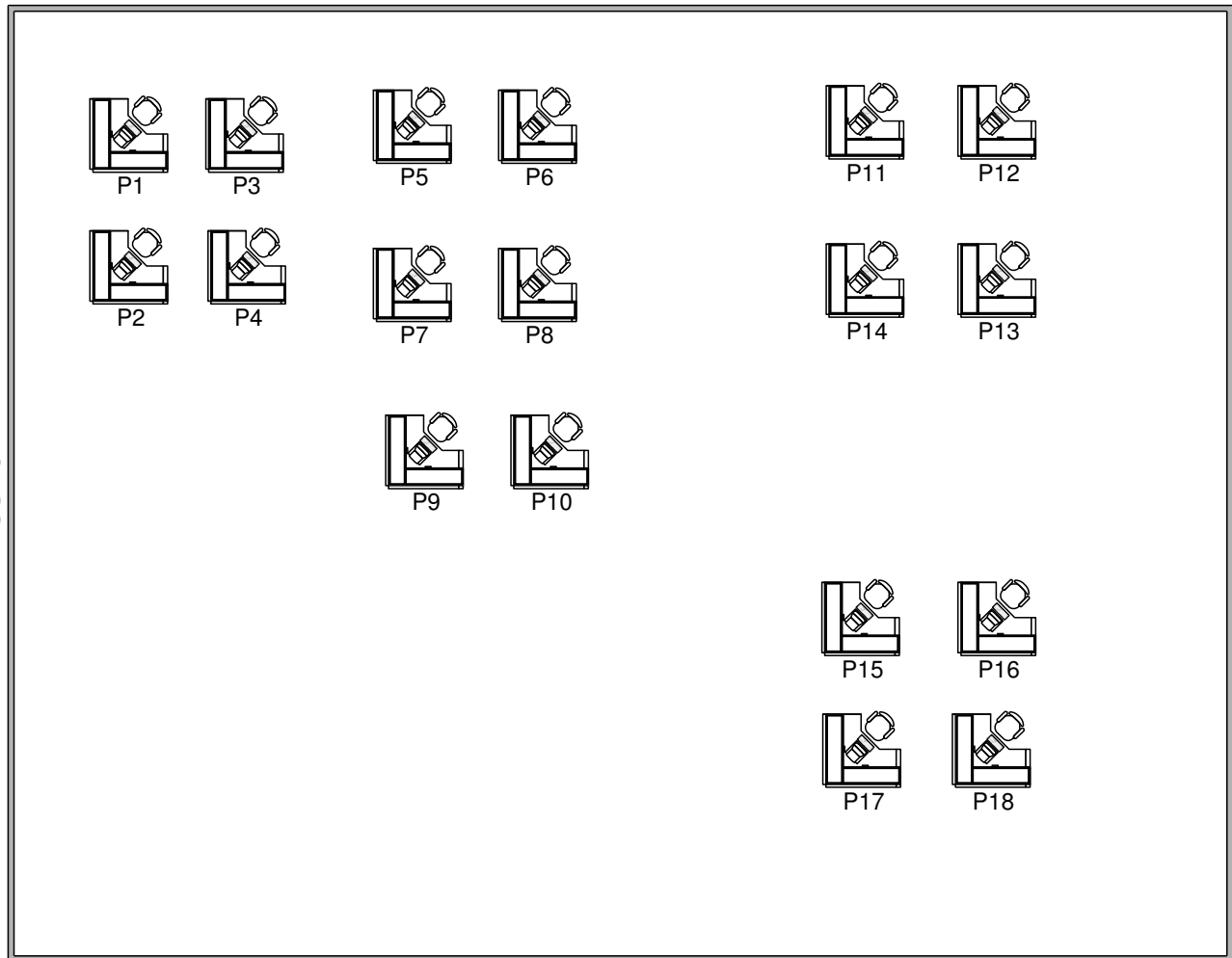
\_\_\_\_\_  
Authorized Agency Representative certifies modifications complete.

\_\_\_\_\_  
Date

**Appendix B: Floor Plan  
Stockton Police Remote  
FOOTPRINT OF DISPATCH ROOM**

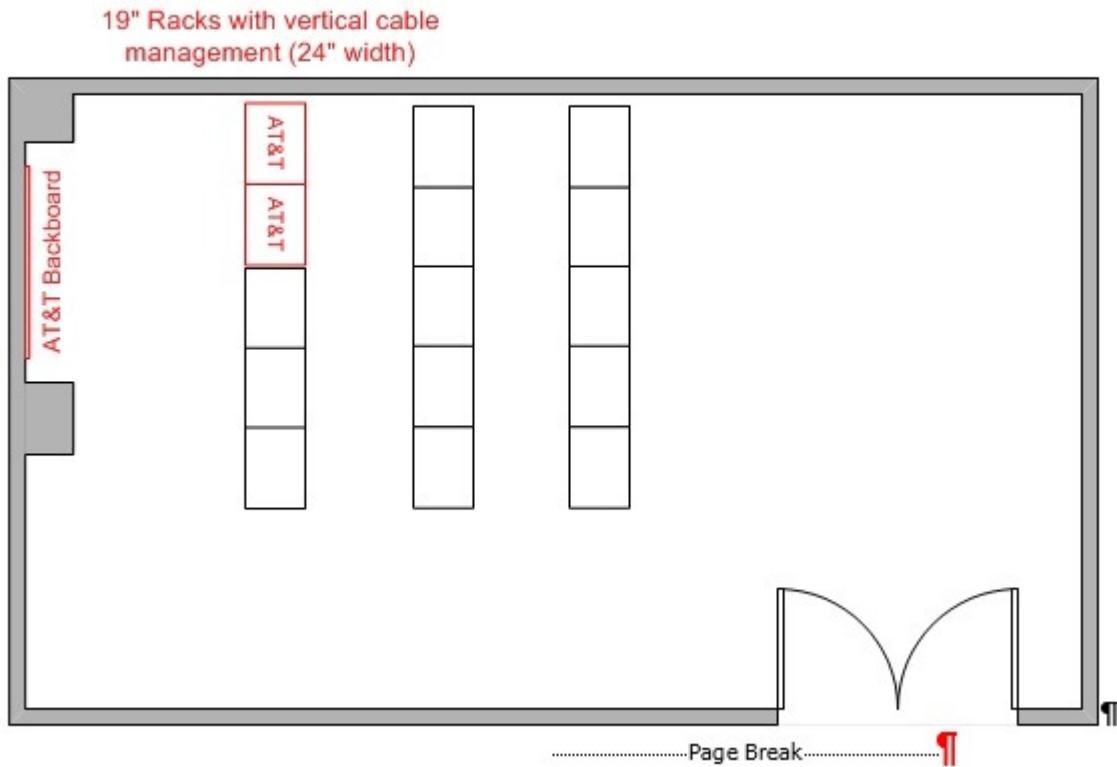
69'-0" ►

53'-9" ▲



**FOOTPRINT OF EQUIPMENT ROOM  
Stockton Police Remote**

**FOOTPRINT OF EQUIPMENT ROOM**



## Appendix C: Pricing & Terms

*Please refer to separate document.*

**Appendix D: Change Order Request Form**AT&T Project Office

---

**Change Request Form: Stockton Police Remote**

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:**

<b>Change Request #:</b>	<b>Date:</b>
<b>System Affected:</b>	
<b>Accepted</b>	<b>Rejected:</b>

<b>Final AT&amp;T Signoff:</b>	<b>Final Agency Signoff:</b>	<b>Date:</b>
--------------------------------	------------------------------	--------------

**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

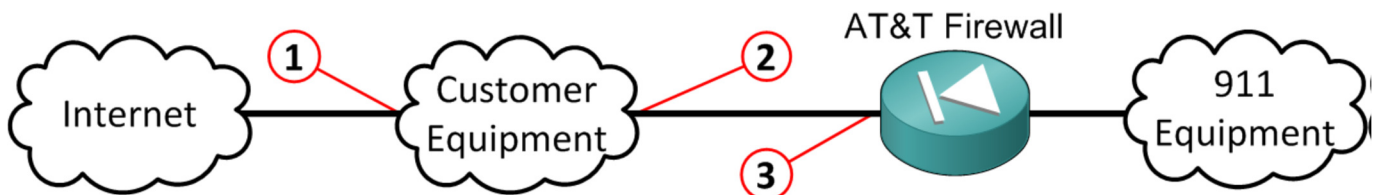
AT&T requests the remote access meet the following technical requirements.

- 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](mailto:km7564@att.com) / 918-519-2634

Version 2013.05.01

Stockton Police Remote SOW  
Revision 1.0



## 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.

# Stockton Police Host-A

with:



## SCOPE OF WORK

for

# CA 9-1-1 MPA #: 4156-6 VESTA-with MIS

Revision: 1.0

Date: 24 October 2018

Prepared By: Shelby Lewis

Application Sales Executive: Kent Ames

CA 911 Advisor: Curt Guillot

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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 **Stockton Police Host-A** (herein referred to as Agency). AT&T will install: (1) VESTA Geo-Redundant Host (Side A), (18) VESTA positions, VESTA Analytics (MIS), and NetClock. This Host node is one of two Host nodes. The other node will be located at San Joaquin Shf PSAP location creating a redundant Node system. The Host equipment shall be used to terminate all local lines and all 911 trunks for their respective remote PSAP and data circuits required to process E911 calls by the participants of this system: (Stockton PD, San Joaquin Co SO). The Host system will then present the calls to the corresponding remote PSAPs where the call will be answered by an agent at the remote PSAP. 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:

#### Basic System Components

(Table 1)

Qty	Item Description		
0	Call Handling Desktop Positions		
0	Call Handling Laptop Positions (Note: <i>No Redundant Network Interface</i> )		
0	IP Phone Sets		
4 Time Ports	NetClock		
Not Included	MIS Reporting		
Not Included	Long Term Voice Recorder		
Not Included	System Printer	Install Location:	N/A
0	Mapping Positions		
0	ACD Automatic Call Distribution		

### 1.2 AT&T Provided System Components

#### Manufacturer Call Processing Components

(Table 2)

Qty	Item Description
Backroom Equipment	
2	19" Cabinet
1	MNTR NEC 17IN
1	KVM 4-PORT SWITCH/ KYBD/MOUSE BNDL
1	V-ML SVR LG STD BNDL GEO
2	SWITCH 2960 48-PORT
3	MED 1000B CHASSIS BNDL
4	MED 1000 FXS BNDL

11	MED 1000 FXO-LS BNDL
1	MED 1000 1-SPAN BNDL
<b>Positions</b>	
0	Intelligent Workstations (IWS) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).
0	24" LCD Monitors for Intelligent Workstations (IWS).
0	IRR Module
0	24 button Genovation keypads
0	Arbitrators
0	PTT Carbon Handsets ( <i>included at no cost to Agency</i> )
<b>Laptop Positions</b>	
0	Laptop Position(s) includes: CPU, Backroom Interface Components, Audio Interface Device, Keyboard, Mouse, and license/software).
0	24" LCD Monitors for Laptop Position(s)
0	IRR Module (Laptop)
0	24 button Genovation keypads (Laptop)
0	Arbitrators (Laptop)
0	PTT Carbon Handsets (Laptop) ( <i>included at no cost to Agency</i> )
<b>IP Phones</b>	
0	IP PHN LIC ENH
0	IP Phone Set EXP MOD
<b>LAN Switches</b>	
0	SWITCH 2620 POE 24-PORT
<b>Gateways</b>	

**Uninterruptable Power Supply Equipment (UPS)**

(Table 3)

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

**Not Included -Management Information Systems (MIS) Reporting System**

(Table 4)

Qty	Item Description
1	ANALYTICS STD LIC
2	V-ANLYT USER LIC
18	ANALYTICS STD PER SEAT LIC

**4 Time Ports -Spectracom System Support Components (NetClock)**

(Table 5)

Qty	Item Description
1	<b>GPS Command Center Package - up to 4 networks</b>
1	• NetClock Model 9483 with OCXO Oscillator
1	• TimeView® Display Clock Model TV400W with Power Supply

1	• GPS Outdoor Antenna Model 8225
1	• GPS Antenna Surge Protector Model 8226
1	• GPS Antenna Surge Protector Model 8226
1	• Outdoor GPS Antenna Cable, 100 ft.
1	• RS-485 Station Cable, 100 ft.
1	• Multi-port Network Card (3-PORT NTP)

**Not Included -Long-Term Recorder***(Table 6)*

Qty	Item Description
0	

**Training Included with system***(Table 7)*

Qty	Item Description
0	(1) 1/2 day class of Admin training for up to 8 students
0	(1) 1/2 day class of Agent training for up to 8 students
0	(1) class of SIP phone training for up to 8 students
0	(1) 8 hour session within a 24 hour day

**System line Interface***(Table 8)*

Qty	Item Description	Qty Used	Qty Available for growth
44	FXO Admin Line Gateway ports	38	6
16	FXS CAMA Gateway Ports	14	2
0	PRI/T1 Gateway Ports	0	0

**Trunks & Line***(Table 9)*

Qty	Trunk Line Definition
14	E9-1-1 Trunks (CO, Analog)
6	10 digit emergency
30	Admin lines
2	Ringdowns

**\*\*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
0	

#### 1.4 Agency Provided System Components

##### **Agency shall supply following system components:**

(Table 11)

Item Description
Conduit pathways from dispatch location to backroom equipment.
Conduit pathways from roof location to backroom equipment.
Backroom and Position UPS

##### **Remote Maintenance Circuit**

(Table 12)

Remote Maintenance Circuit (To be Provided by the Agency)
Dedicated DSL / T1 Circuit for the Contractor
VPN access from the Internet to 911 Equipment via Agency provided network.

#### 1.5 System Components Not Provided by AT&T

(Table 13)

Item Description
CDR Printer (Data Management)
VESTA Intelligent Workstations (IWS)
Logging Recorder System (LTR)
T1/PRI Gateway(s) for Call Processing
Mapping system (Data Management)
Automatic Call Distribution (ACD) (Call Processing)
Activity View/Heads Up Display
Backroom and Position UPS

#### 1.6 Equipment Removal & Disposal

##### **Existing 911 Equipment**

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

(Table 14)

Item Description
911 Controller Equipment Servers.
911 Call Handling Positions

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**

### **2.3 System Overview**

AT&T will provide a system solution by deploying E911 system equipment capable of performing Call Processing, and System Support related functionality. The combined functionality of these system components enables the Agency to process E911 and administrative type calls and other various PSAP emergency and non-emergency functions.

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:

#### **(0) - VESTA Node A**

The system will be configured as VESTA Host Node-A in a VESTA Geo-Diverse Hosted solution. Hosts will be located at two Agency provided host locations within San Joaquin County. Host A side (Stockton PD PSAP) of the Geo-Diverse system will be located in: Stockton CA, Host B side (San Joaquin County Sheriff) of the Geo-Diverse system will be located in: French Camp, CA, The Geo-Diverse Hosts above will serve as the call processing system for the following remote PSAPs: Stockton PD, and San Joaquin County Sheriff.

The VESTA Geo-Diverse host equipment is common to all participating agencies and is the focus of this SOW. In order for the Host/Remote solution to function there must be a Internetwork facility that will provide IP connectivity from the common Geo-Diverse Hosts and the two remote PSAPs. The network topology selected for this system solution will be comprised of AT&T provided WAN networks that interconnects all VESTA network endpoints. This topology will ensure redundant operation by deploying redundant WAN connections to from the remotes to each Host.

Agents are able to process calls from their local PSAP's or while sitting at another PSAP within the two remote PSAPs. A local PSAP agent is capable of logging on as another PSAP's agent in order to process remote calls of another PSAP from their local PSAP. For example, a Stockton PD agent while physically located at San Joaquin Shf, can login as an Stockton PD agent and take Stockton PD related calls. Agents may login with their local user agent credentials at other locations to process their corresponding PSAP calls. This Scope of Work will focus primarily on the Geo-Diverse system functionality for this system solution. VESTA (call-taking client), and VESTA Analytics (Management Information System) portion of the equipment for all agencies, is detailed in a separate SOW for each individual agency.

**(0) -Laptop Position(s)**

Install 911 laptops and docking stations in the call-taking/dispatch area. 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.

**Back Room**

All back-room equipment shall be installed/mounted in (2) 19 inch four posts rack/cabinet. The cabinet shall contain all the Controller equipment. The Agency is responsible for drilling/bolting of all Cabinets to Agency floors.

**Not Included -System Printer**

A system printer will not be installed at N/A.

**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).

**Wide Area Network (WAN)**

- Point to Point Meshed T1's or Multi-point WAN

**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 back room UPS, will be connected to back room call processing equipment to keep back room equipment operational until Agency Power Generator becomes active during Agency building power outage.
- Agency Provided position UPS, will be connected to each call-taking position equipment to keep each position operational until Agency Power Generator becomes active during Agency building power outage.

**4 Time Ports -NetClock**

AT&T will install the Spectracom GPS NetClock system in the backroom with the system.

AT&T will install a GPS Antenna on the Agency's roof. 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 **4 Time Ports** provided with the Ethernet Time Server. One of port 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 ports (these ports are hardware isolated) may be used for Agency networks (the Agency must provide an IP address and wiring to the port(s) at the NetClock device location).

### **System Growth Capabilities**

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

This system is designed to accommodate up to (16) 911 lines at host. This solution will be configured to split 911 trunk groups between the two hosts if required. Host A will be provisioned with (14) total trunks leaving capacity for (2) additional 911 trunks. Additional lines can be increased by adding additional FXS gateways (Additional hardware may be required).

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

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

All system-level programming on the 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 handled by designated Agency's personnel. User-level programming includes, but not limited to, users, speed dials, TTY messages, etc.

## **2.4 System Integration Description**

### **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 VESTA 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 devices (SONIC or SAM) that hands off telephony audio to a demarcation point for the radio console. This enables the radio console to provide headset sharing between phone and radio. The 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 an interface connection demarcation point between 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 4156-6 VESTA. 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 / Fax / Pager	Mail / E-mail
Application Sales Executive	Kent Ames	Phone: (530) 400-1987	<a href="mailto:ka3169@att.com">ka3169@att.com</a>
9-1-1 Service Executive	Anne Abdallah	Phone: (925) 336-1657	<a href="mailto:aa4345@att.com">aa4345@att.com</a>
9-1-1 Systems Technician	Troy Gentry	Phone: (209) 373-9908	
Technical Sales Consultant	Shelby Lewis	Phone: (951) 312-3416	<a href="mailto:sl2387@att.com">sl2387@att.com</a>
PSAP Manager San Joaquin Shf	Nicole Phillips	Phone: (209) 468-4690	<a href="mailto:nphillips@sigov.org">nphillips@sigov.org</a>
PSAP Manager Stockton PD	Brandy Thomas	Phone: (209) 937-8887	Brandy.Thomas@stocktonca.gov
State 911 Advisor	Curt Guillot - Phone: (916) 657-9680 - <a href="mailto:curt.guillot@caloes.ca.gov">curt.guillot@caloes.ca.gov</a>		

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

## 6.0 Responsibilities

### 6.1 AT&T Responsibilities

AT&T is responsible for the following:

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

## 6.2 Agency Responsibilities

### Equipment Room

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

- Provider of T1 Network (WAN).

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.

<b>Final Funding Date:</b>	<b>11/30/2018</b>
<b>Equipment Order Date:</b>	<b>12/5/2018</b>
<b>Equipment Delivery Date:</b>	<b>2/13/2019</b>
<b>Site Readiness By PSAP Date:</b>	<b>2/15/2019</b>
<b>Begin Installation Date:</b>	<b>2/18/2019</b>
<b>Programming Change Freeze Date:</b>	<b>2/20/2019</b>
<b>Training Date:</b>	<b>3/13/2019</b>
<b>System Cutover Date:</b>	<b>3/27/2019</b>
<b>PSAP Acceptance Date:</b>	<b>4/6/2019</b>

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**

Formal training for aforementioned systems will be provided by the Manufacturer and Vendor(s). The customer must provide an area for training. The training will be done during normal business hours (8 a.m. and 5 p.m.) Monday through Friday. If the Agency requests off-hours training, it can be negotiated but may result in additional expense.

The following items will be included in on-site training provided to the Agency, the actual number of classes will dependent up on the number of available training positions and Agency personnel shift schedules:

- 1) Students will be trained on call processing and features using an operational 911 Intelligent Workstation position.
- 2) Students will receive administrator training on the system.

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

## **11.2 Training Documentation**

### **911 System**

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

## **11.3 Service Manual Documentation**

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

**12.0 DOCUMENT ACCEPTANCE****Stockton Police Host-A****CA 9-1-1 MPA #: 4156-6 VESTA**

I have read the preceding document Revision 1.0. I understand and approve of the scope of work described therein. In addition, I understand that subsequent modifications to the scope of work will be requested on the attached Change Request Form and approved by both Stockton Police Host-A and AT&T.

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Stockton Police Host-A

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Date

---

October 24, 2018

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Kent Ames - Application Sales Executive  
AT&T California

---

Date

## Appendix A: Agency Compliance - Site Certification Document

### Stockton Police Host-A – 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.

#### 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

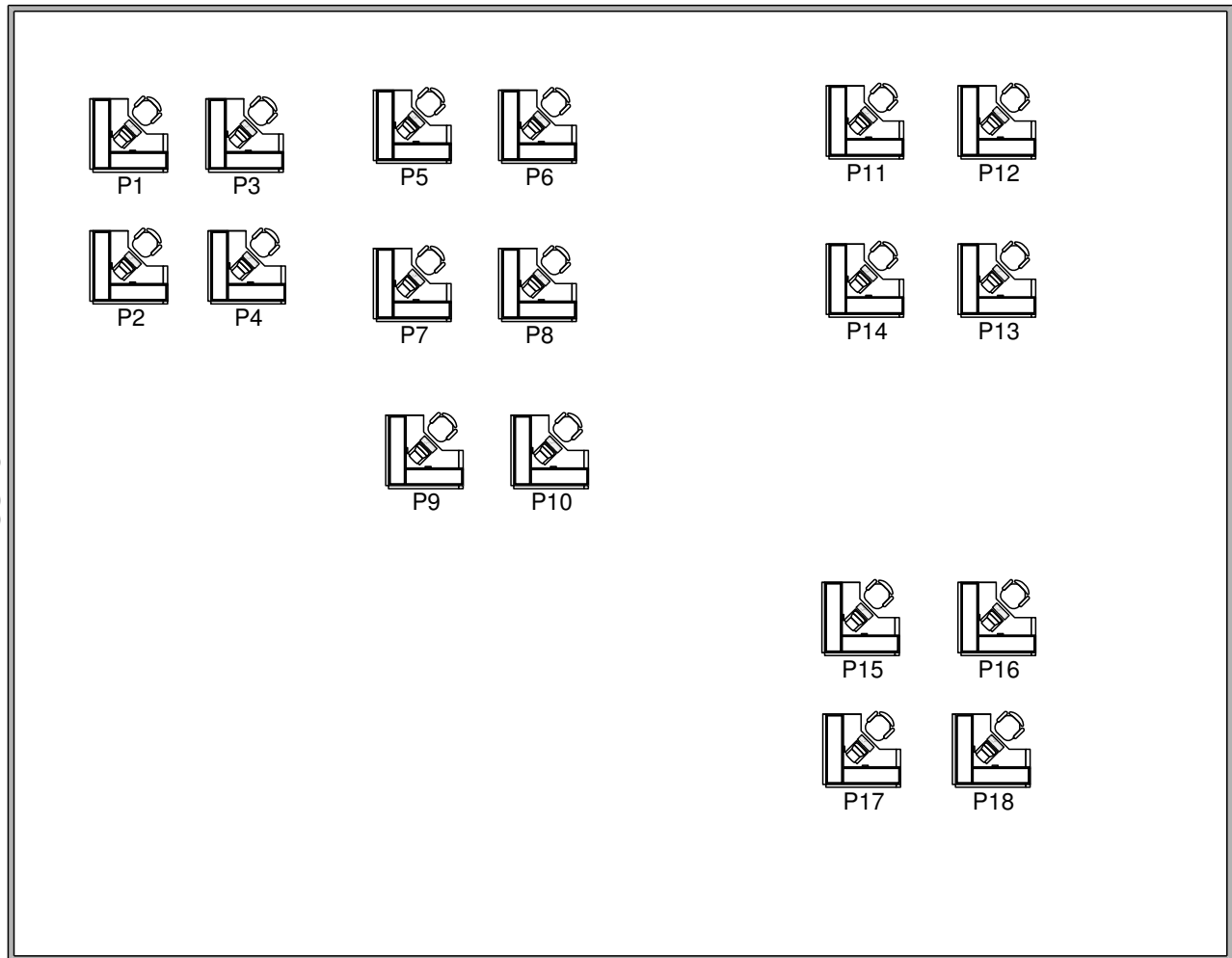
\_\_\_\_\_  
Authorized Agency Representative certifies modifications complete.

\_\_\_\_\_  
Date

**Appendix B: Floor Plan  
Stockton Police Host-A  
FOOTPRINT OF DISPATCH ROOM**

69'-0" ►

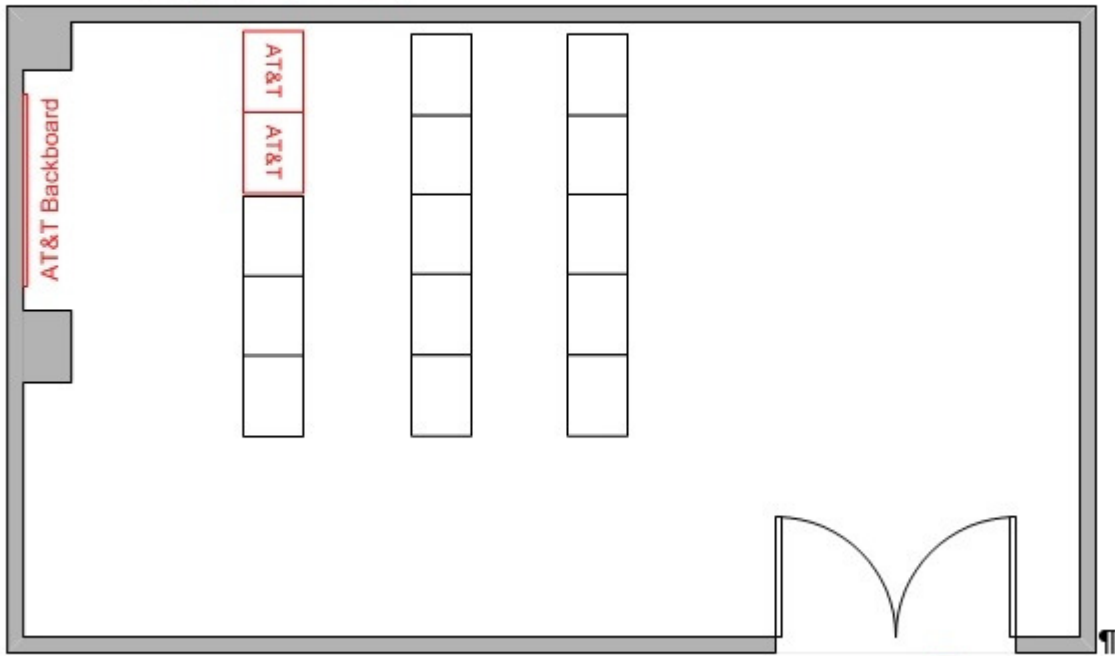
53'-9" ▲



**FOOTPRINT OF EQUIPMENT ROOM  
Stockton Police Host-A**

**FOOTPRINT OF EQUIPMENT ROOM¶**

19" Racks with vertical cable  
management (24" width)



.....Page Break.....¶

## Appendix C: Pricing & Terms

*Please refer to separate document.*

**Appendix D: Change Order Request Form**AT&T Project Office

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**Change Request Form: Stockton Police Host-A**

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:**

<b>Change Request #:</b>	<b>Date:</b>
<b>System Affected:</b>	
<b>Accepted</b>	<b>Rejected:</b>

<b>Final AT&amp;T Signoff:</b>	<b>Final Agency Signoff:</b>	<b>Date:</b>
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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

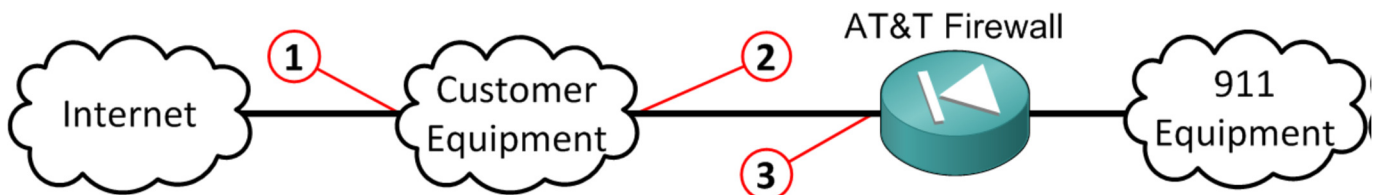
AT&T requests the remote access meet the following technical requirements.

- 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

Stockton Police Host-A SOW  
Revision 1.0



## 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.