



AGENDA REPORT

Meeting Date: June 7, 2012
Item Number: H-12
To: Honorable Mayor & City Council
From: David L. Snowden, Chief of Police
Subject: **AUTHORIZING THE CITY MANAGER OR HIS DESIGNEE TO NEGOTIATE AND EXECUTE AN ADDENDUM BETWEEN THE CITY OF BEVERLY HILLS AND AT&T CORPORATION TO STATE AGREEMENT CALNET 2, AMENDMENT 8, MSA 2 NO. 5-06-58-21 FOR THE REPLACEMENT OF EXISTING 9-1-1 EQUIPMENT**

Attachments:

1. Draft Addendum
2. Beverly Hills Police Department SOW
3. Scope of Work for Pasadena RING

RECOMMENDATION

Staff recommends that the City Council authorize the City Manager or his designee to negotiate and execute an Addendum between the City of Beverly Hills and AT&T Corporation to State Agreement CalNET 2, Amendment 8, MSA 2 No. 5-06-58-21, to replace existing Customer Premise Equipment (CPE) with a Regional Interagency Next Generation-ready (RING) service-based solution. The Addendum incorporates the City of Beverly Hills' Statement of Work, dated January 11, 2012, and adds an insurance requirement as AT&T will be coming onsite to install equipment.

INTRODUCTION

California's Emergency Telephone, Number 9-1-1, is funded through a surcharge placed on consumer bills. Proceeds from the surcharge are managed by the State 9-1-1 Office and are restricted to expenses which support the 9-1-1 system. The 9-1-1 Office pays CALNET vendors, or provides reimbursement to local agencies, for specific equipment necessary for the delivery and answering of 9-1-1 calls. CALNET is a competitively bid State contract that offers public sector entities a full suite of telecommunications services at very competitive prices. The last upgrade to Beverly Hills' 9-1-1 equipment occurred in October 2006.

DISCUSSION

In June 2008 representatives from twenty-one Los Angeles County cities initiated research into implementing a networked IP-based 9-1-1 system to prepare for Next Generation 9-1-1 (NG9-1-1) that would improve emergency response planning. One of the objectives was to explore the continuity of emergency call-reception during times of crisis, with the capability of dispatchers answering all calls off-site should the need arise.

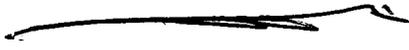
The City of Pasadena, on behalf of the twenty-one agencies, published a Request for Information (RFI) to complete a Regional Interagency Next Generation-ready 9-1-1 (RING) system. While various solutions were considered, an exhaustive research effort concluded that the service based solution proposed by AT&T using microDATA software offered the most proven solution. Additionally, it was the only solution that met all of the RFI requirements. This solution offers redundant geographically diverse hosts maintained at AT&T Central Offices in Pasadena and Ventura, a secure IP Network from each host to each agency, and equipment at each agency that connects workstations to the network. The system will allow dispatchers to assist in answering calls for partner agencies, to answer their own calls at any of the partner agencies should the need arise, and to maintain and share a single auto-dial database. The system also prepares involved agencies and the region for NG9-1-1 capabilities.

The State 9-1-1 Office has confirmed that the solution proposed by AT&T meets its rigorous requirements and took steps to enable the purchase using the CALNET Contract. Phase I implementation of the RING project involves eight agencies currently due for upgrades: Alhambra, Beverly Hills, Burbank, Glendale, Pasadena, San Fernando, Sierra Madre, and Verdugo Fire Communications. The Scope of Work, dated January 11th, 2012, for Phase I of the RING is attached to this item. For these eight agencies, Phase I is a \$1.8 million project, which includes five years of recurring network costs and maintenance.

Since the RING project involves multiple agencies, the City needs to have the ability to provide approval to the State 9-1-1 Office along with the other seven agencies. The draft agreement identified as an attachment on this item is currently being reviewed by AT&T. Upon successful negotiation of this agreement, the City Manager would be authorized to provide written approval to the State 9-1-1 Office.

FISCAL IMPACT

The overall RING System Statement of Work and any RING contracts related to payment will be signed by the State 9-1-1 Office. AT&T will be paid directly by the 9-1-1 Office with no funds passing through City accounts. The cost for the Beverly Hills' portion of the project, for five years beginning after system acceptance, is estimated to total \$260,616.30. All monies accrued for this project are captured through the customer 9-1-1 surcharge, and project costs will be paid by the State 9-1-1 Office. The City will not incur any direct costs as a result of this equipment replacement.



Scott G. Miller, Director
Finance Approval



David L. Snowden, Chief of Police
Police Approval

Attachment 1

ADDENDUM TO [STATE AGREEMENT FOR EMERGENCY 9-1-1 EQUIPMENT UPGRADES]

This Addendum to that certain State of California ("State") Contract for Emergency 9-1-1 Equipment Upgrades dated _____ and identified as State Contract No. DGS-0026 (the "Master Purchase Agreement") is made and entered this _____ day of May, 2006, by and between the City of Beverly Hills, a municipal corporation ("City") and Pacific Bell Telephone Company dba AT&T California ("AT&T").

RECITALS

A. State entered into a written Master Purchase Agreement with various providers of 9-1-1 equipment and services for the purchase and upgrade of local emergency 9-1-1 systems. The Master Purchase Agreement defines any public agency authorized to perform the functions of a Public Service Access Point ("PSAP") as an "Ordering Agency" and authorizes each Ordering Agency to enter into a Purchase Order with one of the providers pursuant to the terms of the Master Purchase Agreement for the purpose of upgrading the Ordering Agency's Emergency 9-1-1 System.

B. City is authorized to perform the functions of a PSAP and, accordingly, qualifies as an "Ordering Agency" under the Master Purchase Agreement.

C. City has selected AT&T to provide certain equipment and services to upgrade the City's Emergency 9-1-1 System.

D. City and AT&T desire to amend the Master Purchase Agreement to provide for additional terms and conditions.

NOW, THEREFORE, in consideration of the foregoing recitals and the mutual covenants and conditions contained herein, the parties to this Addendum hereby mutually agree as follows:

Section 1. Statement of Work. AT&T shall provide the equipment and perform the services to upgrade the City's Emergency 9-1-1 System as more particularly described in the Statement of Work, attached hereto as Exhibit A and incorporated by reference.

Section 2. Insurance.

A. AT&T shall at all times during the term of this Agreement carry, maintain, and keep in full force and effect, a policy or policies of Comprehensive General Liability Insurance, with minimum limits of Two Million Dollars (\$2,000,000) for each occurrence, combined single limit, against any personal injury, death, loss or damage resulting from the wrongful or negligent acts by AT&T. Alternatively, AT&T may be self-insured.

B. AT&T shall at all times during the term of this Agreement carry, maintain, and keep in full force and effect, a policy or policies of Comprehensive Vehicle Liability Insurance covering personal injury and property

damage, with minimum limits of One Million Dollars (\$1,000,000) per occurrence combined single limit, covering any vehicle utilized by Contractor in performing the services required by this Agreement. Alternatively, AT&T may be self-insured.

C. AT&T agrees to maintain in force at all times during the performance of work under this Agreement workers' compensation insurance or self-insurance as required by law.

D. AT&T shall require each of its sub-consultants or sub-contractors to maintain insurance coverage which meets all of the requirements of this Agreement.

E. The policy or policies required by this Agreement, as applicable, shall be issued by an insurer admitted in the State of California and with a rating of at least a B+;VII in the latest edition of Best's Insurance Guide.

F. AT&T agrees that if it does not keep the aforesaid insurance or self-insurance in full force and effect the City may either immediately terminate this Agreement or, if insurance is available at a reasonable cost, City may take out the necessary insurance and pay, at AT&T's expense, the premium thereon.

G. At all times during the term of this Agreement, AT&T shall maintain on file with the City Clerk a certificate or certificates of insurance on the form satisfactory to the City Attorney, showing that the aforesaid policies are in effect in the required amounts or that self-insurance is in effect. AT&T shall, prior to commencement of work under this Agreement, file with the City Clerk such certificate or certificates. If AT&T elects to satisfy its insurance obligations imposed by this Agreement through self-insurance, AT&T shall submit evidence satisfactory to City's Risk Manager that AT&T meets applicable State requirements to self-insure and has sufficient assets to adequately provide the insurance protection required by this Agreement. AT&T shall also maintain on file with the City Clerk throughout the term of this Agreement a certificate of self-insurance or such other evidence of self-insurance as agreed to in writing by City's Risk Manager.

H. The policies of insurance required by this Agreement, as applicable, shall contain an endorsement naming the City and City's elected officials, officers and employees as additional insureds. All of the policies required under this Agreement shall contain an endorsement providing that the policies cannot be canceled or reduced except on thirty (30) days prior written notice to City, and specifically stating that the coverage contained in the policies affords insurance pursuant to the terms and conditions as set forth in this Agreement.

I. The insurance provided by AT&T shall be primary to any coverage available to City. The policies of insurance required by this Agreement shall include provisions for waiver of subrogation. AT&T hereby waives all rights of subrogation against City.

J. Any deductibles or self-insured retentions must be declared to and approved by City. At the option of City, AT&T shall either reduce or eliminate

the deductibles or self-insured retentions with respect to City, or AT&T shall procure a bond guaranteeing payment of losses and expenses.”

Section 3. Definitions. For the purposes of this Addendum, the following definitions shall apply unless the context provides otherwise:

3.1 “Contractor” or “SBC” - All references to “Contractor” or “SBC” in the Master Purchasing Agreement and related attachments shall mean “AT&T.”

3.2 “Agency” and “Ordering Agency” - All references to “Agency” and “Ordering Agency” in the Master Purchasing Agreement and related attachments shall mean the “City of Beverly Hills.”

3.3 “Facility Readiness Date” shall mean _____, 2006.

3.4 “Installation Date” shall mean _____, 2006.

3.5 “Purchase Order” shall mean Beverly Hills Purchase Order No. _____ but any terms and conditions contained therein shall not be a part of this Addendum nor the Master Purchase Agreement.

Except as expressly modified by this Addendum, all capitalized terms of in this Addendum and the attached Statement of Work shall have the meanings ascribed thereto by the Master Purchase Agreement and related attachments.

Section 4. Section 38 of the General Provisions to State Contract No. DGS-0026 entitled “Disputes” is hereby deleted in its entirety.

Section 5. Except as expressly modified by this Addendum, all of the terms and conditions set forth in State Contract No. DGS-0026 shall remain in full force and effect.

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[Signatures begin on next page]

Attachment 2

Appendix E – Beverly Hills Police Department SOW



Beverly Hills Police Department

In Partnership with:



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1.0 OVERVIEW

1.1 Purpose & Objectives

AT&T shall provide the following products:

microDATA Call Processing Equipment

Qty	
7	911 Positions
7	Position UPS
2	Backroom UPS

****Please refer to Line Item price list for all parts in Appendix E3****

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:

Not Applicable

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

Vesta CCX/MAARS Equipment

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

- ◆ Existing Vesta Standard server, workstations and ancillary components
- ◆ Existing ComCentrex, MAARS ANI/ALI Controller backroom equipment

AT&T technicians shall work together with the Beverly Hills PD 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 Beverly Hills PD building.

2.0 CONNECTIVITY

Trunks & Lines

Qty	Trunk Line Definition
6	T1 (split between two host sites)
11	Police
	<ul style="list-style-type: none">• 550-4800• 550-4801• 550-4951• 550-4952

	<ul style="list-style-type: none"> • 550-4802 • 550-4803 • 550-4804 • 550-4875 	<ul style="list-style-type: none"> • 550-4953 • 288-2611 • 288-2612
8	Police P-Lines	
	<ul style="list-style-type: none"> • Gate Intercom • #2 Line • Safety Zone • Watch Commander 	<ul style="list-style-type: none"> • Jail • Police Page • Dispatch Door • Council Chambers
6	Fire	
	<ul style="list-style-type: none"> • 550-4900 • 550-4901 • 550-4905 	<ul style="list-style-type: none"> • 550-4985 • 550-4620 • 288-2613
9	Fire P-Lines	
	<ul style="list-style-type: none"> • Page • STA 1 Bed • STA 2 Bed • STA 3 Bed • Para Bed 1 	<ul style="list-style-type: none"> • Para Bed 2 • STA 1 BC • 550-4675 • 1 Emer Page

3.0 RESPONSIBILITIES

3.1 AT&T Project Team

Contacts			
Role	Name	Phone / Fax / Pager	Mail / E-mail
Emergency Communications Manager	Patty Henderson	Phone: (626) 584-7743 Fax: (626)583-8285 Cell: (213) 324-1624	ph2497@att.com 600 E Green Rm 310 Pasadena, CA 91101
9-1-1 Senior Account Manager	Henry Wang	Phone: (714) 680-5789 Fax: (714) 526-9069	hw3126@att.com 8925 Orangethorpe Ave. Rm 147 Buena Park, CA 90621
9-1-1 Service Executive	Frank Donoghue	Phone: (714) 284-2773 Fax: (714) 635-7267 Pager: (800) 590-7188	fd9426@att.com 200 Center St. Promenade RM 675 Anaheim, CA 92805
Field Supervisor	Duane Browning	Phone: (323) 832-9622	Db6528@att.com 5041 Repetto Ave, 1ST FLR Los Angeles, CA 90022
Sales Engineer II	Robert Russo	Phone: (951)369-2282 Fax: (951) 321-1379 Cell: (951) 500-2130	rr1713@att.com 3580 Orange Street Rm B005. Riverside, CA 92501
PSAP Manager	Dona Norris	Phone: (310) 288-2634	dnorris@beverlyhills.org 464 N. Rexford Dr. Beverly Hills, Ca 90210
State 911 Consultant	Chereise Bartlett	Phone: (916) 657-9235	chereise.bartlett@state.ca.gov 601 Sequoia Pacific Blvd. MS-911 Sacramento, CA 95814

3.2 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.

3.3 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 xT911 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.

3.4 Beverly Hills PD Responsibilities

Equipment Room

- Provide locked limited access to the equipment room.
- Provide space for 911 rack.
- Provide 1 dedicated 20-amp circuit for 911 equipment in rack.

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.

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. microDATA IP packets must be segregated from CLETS, NCIC, DMV, CWS, and all other Agency network traffic.

4.0 INSTALLATION SCHEDULE

Please refer to Section 6.0 in the Scope of Work.

5.0 MAINTENANCE PLAN

5.1 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.

5.2 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.

6.0 TRAINING

6.1 Supervisor/Dispatcher Training

AT&T and/or its subcontractor will provide Call-taker/Dispatcher and Supervisor/System Administrator training for the microDATA systems. The training shall be done at the *Agency's* site. Each Call-Taker/Dispatcher class shall last approximately two and half hours. Each Administrative class shall last approximately 4 hours. The training shall be done during normal business hours (6 am – 6 pm) Monday through Friday. The size of the class will be determined during installation and it will base on the available microDATA positions at the PSAP. Typically, class size is approximately 6 students.

For the Call-Taker/Dispatcher class, students will learn how to use xT911 from the perspective of a Call Taker. This includes exercising core functionality, such as answering, transferring, and releasing, as well as the complete functionality of the software.

For the Administrative class, students will learn how to use xAdmin as X-Solution administrators. Topics will also include using xAdmin to manage user roles and privileges, including granular authentication, user profiles and other security rights.

- (6) Students will be trained on microDATA Administrator training classes.
- (21) Students will be trained on microDATA Call-Taker/Dispatcher training classes.

6.2 Training Documentation

Training documentation will include hard copies of the User Guide (one per position). Documentation will be given to the *Agency's* designated training coordinator.

6.3 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.

7.0 DOCUMENT ACCEPTANCE



Beverly Hills PD

microDATA Project

I have read the preceding document version 4.0. 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 Beverly Hills PD and AT&T.

Beverly Hills PD

Date

Application Sales Executive, AT&T California

Date

Appendix E1: Agency Compliance - Site Certification Document

Beverly Hills PD Compliance - 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 are 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.

Hazardous Materials

Customer shall 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.

- 1) Clear space for microDATA rack as depicted in below drawing
- 2) Provide 1 dedicated 20-amp circuit for equipment in rack
- 3) Agency to verify that each AT&T dispatch position has one 15 amp breakered circuit dedicated to emergency call-taking with a quad outlet. Ancillary electrical components such as heaters, lights and furniture should not be on this circuit.

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

Authorized Agency Representative accepts modification list.

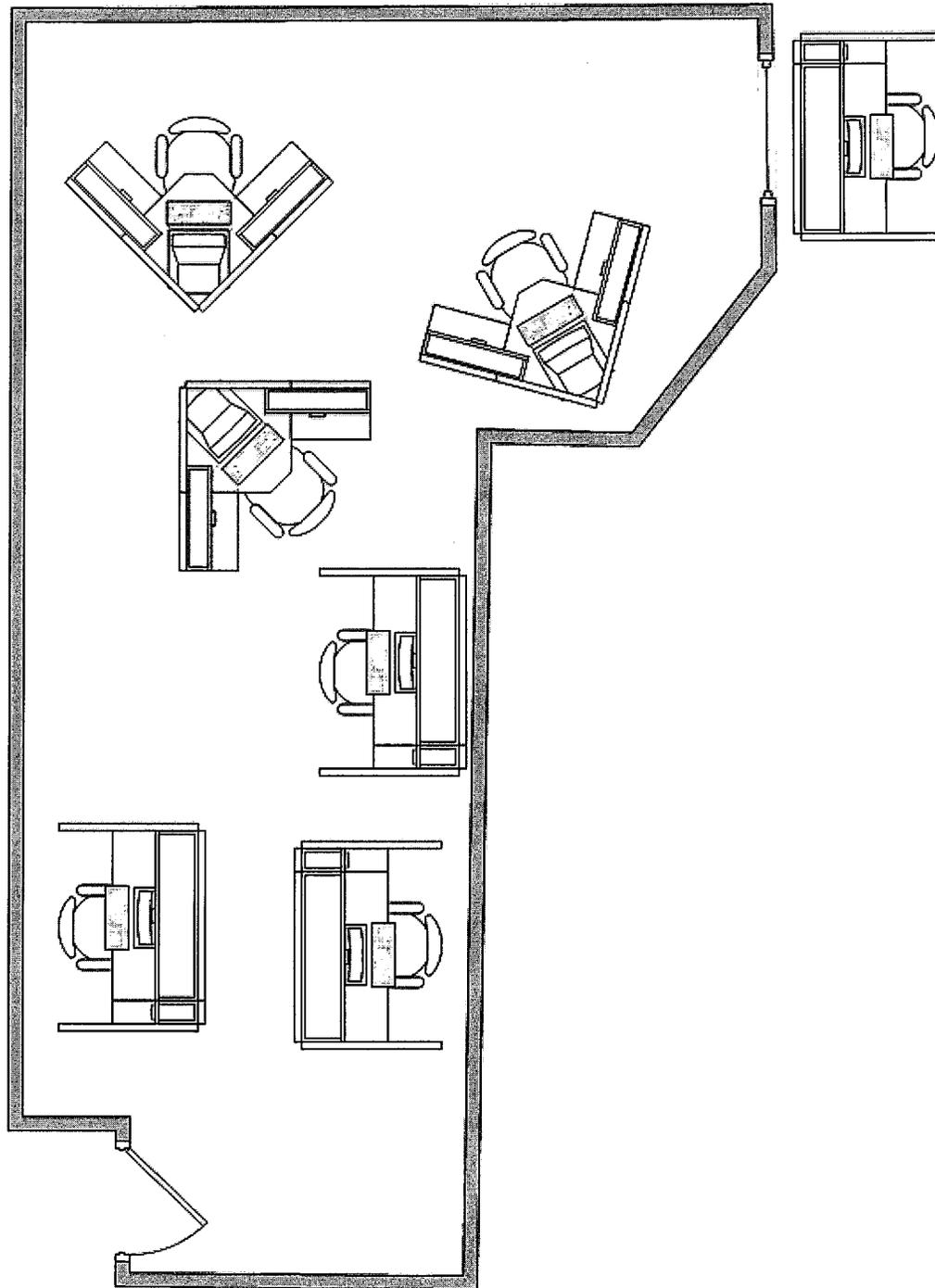
Date

Authorized Agency Representative certifies modifications complete. Date

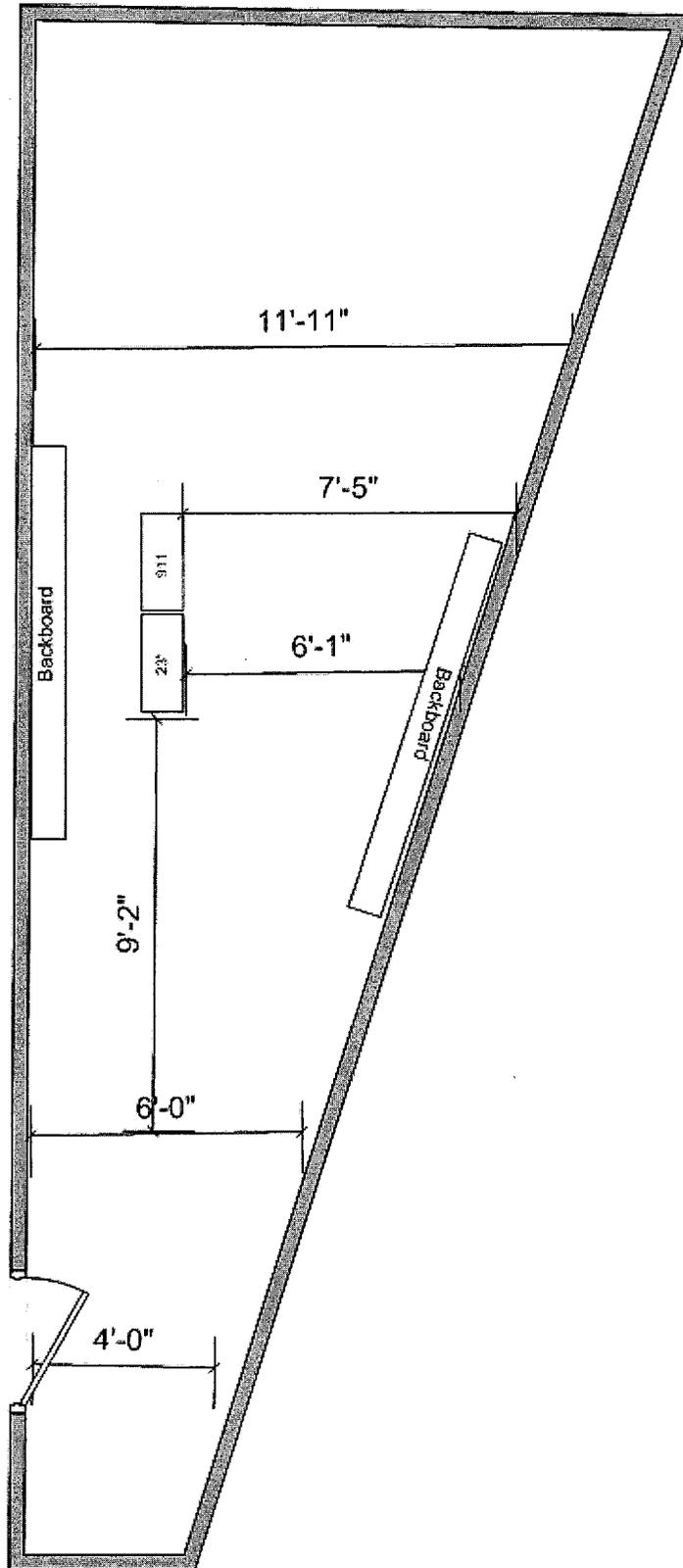
Appendix E2: Dispatch and Equipment Floor Plans

FOOTPRINT OF DISPATCH

Beverly Hills Police Department PSAP



FOOTPRINT OF EQUIPMENT ROOM



Appendix E3: Call Handling Pricing

Please refer to separate document.

Appendix E3 (With ESInet)



Proposed Bill of Materials
Pasadena RING

Date: 10/17/2011 - With ESInet

Company Name Pasadena RING
Quote# 003-Beverly Hills PD
Customer Contact Dona Norris
Contact Info (310) 288-2634
Email
Acct#
ECATS#
Terms

AT&T ACCOUNT TEAM:
Sales Name Contact Info
Henry Wang (213) 422-1152

Fax (707) 427-7569
SYSTEM ENGINEERING:
SE Name Contact Info
Mike Neideffer (916) 972-6355

CALNET 2

(Please reference this contract and contract number on your PO.)

CALNET 2 Identifier	Description	QTY	NRC	MRC	Extended NRC	Extended MRC
Proposed Solution						
911MRSIP	Managed IP PSAP Router Svc	1	\$ 390.00	\$ 422.18	\$ 390.00	\$ 422.18
911ERS10	Integ Emer Resp Svc basic up to 10 pos	1	\$ 5,655.00	\$ 19.50	\$ 5,655.00	\$ 19.50
911ERSN	Integ Emer Resp Svc agent services	7	\$ 12,962.00	\$ 149.00	\$ 90,734.00	\$ 1,043.00
911TERM	Local Line Svc per line	43	\$ -	\$ 14.00	\$ -	\$ 602.00
911TERMT1	Local Line Termination up to 4 lines	2	\$ 2,600.00	\$ 24.00	\$ 5,200.00	\$ 48.00
911TERMT2	Local Line Addl Termination 4 lines (5 max)	9	\$ 556.00	\$ 5.00	\$ 5,004.00	\$ 45.00
911CMR	Call Metrics Report initial	0	\$ 195.00	\$ 277.88	\$ -	\$ -
911CMRA	Call Metrics Report addl	1	\$ 97.50	\$ 29.25	\$ 97.50	\$ 29.25
Professional Services						
WANIMNC2N	Network Consultant II	122	\$ 200.00	\$ -	\$ 24,400.00	\$ -
SUMMARY					\$ 131,480.50	\$ 2,208.93

PRICING DETAIL

SUMMARY DETAIL
TOTAL NON RECURRING CHARGES
TOTAL MONTHLY RECURRING CHARGES
TAXES, FREIGHT

PAYMENT
UPON INVOICE
MONTHLY
N/A

TOTAL
\$ 131,480.50
\$ 2,208.93
\$ -

Attachment 3



SCOPE OF WORK

for

Pasadena

Regional Integrated Next Generation 911 Group

January 11, 2012

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1.0 Regional Integrated Next Generation 911 Group (RING) Overview

AT&T has engineered a dual-host Next Generation 911 Intelligent Call Processing and Call Handling system for the Regional Integrated Next Generation 911 Group (RING). AT&T is partnering with microDATA to deploy a NENA compliant i3 NexGen system that is provisioned as a network based service. The system is an IP/SIP based system that provides for tabular as well as spatial routing of 911 calls (when available). It also provides significant rules based routing with essentially unlimited capacity.

This system will roll out in multiple phases encompassing 21 Public Safety Answer Points (PSAPs) within the RING organization. The first phase is deploying the regional call handling solution (microDATA xT911 workstations) into the first 8 PSAPs along with AT&T deploying an Emergency Services Internet Protocol network (ESInet) for 911 call processing for the eight PSAPs. Future phases will include implementing the microDATA workstations into the remaining 13 PSAPs and adding them to the ESInet at the State of California 9-1-1 Office discretion.

This Scope of Work (SOW) details the first phase which involves the following PSAPs; Alhambra Police Department, Burbank Police Department, Beverly Hills Police Department, Glendale Police Department, Pasadena Police Department, San Fernando Police Department, Sierra Madre Police Department, and Verdugo Fire Communications. This SOW is to describe overall network system design and architecture. Individual SOWs are provided to detail the individual PSAPs

There are three main elements of this phase:

- Deployment of the Network Control Centers (NCCs)
- Deployment of a point-point IP network from the NCCs to the individual PSAPs
- Installation of the microDATA xT911 Intelligent workstations and supporting network equipment at the individual PSAPs.

As part of phase one AT&T will complete the build-out of two Next Generation 911 (NexGen 911) NCCs to act as the "Host" for the RING project. One host will remain local to the Los Angeles County area and one host will be located approximately 75 miles away in Ventura County, providing significant geographic separation, in case of extreme emergency situations.

Once AT&T has completed the build-out of the NCCs, then AT&T will deploy the microDATA xT911 Call Handling workstations into the first eight PSAPs (stated above). There is minimal equipment required on site at each PSAP to support the xT911 Call Handling equipment, such as routers, LAN switches, and Admin Line Gateways. A Project Plan (separate document) will detail the implementation and cutover schedule for the first eight PSAPs. The remaining 13 PSAPs will be considered under a separate SOW.

By deploying AT&T's NexGen 911 solution, the RING group will have access to features such as "Roaming Profiles", where a call-taker from any PSAP in the RING organization can log-in to an xT911 workstation in another RING PSAP with their individual log-on profile, and take calls as if they were at their "home" PSAP. They will also have the

ability to use Intelligent Routing, where the system can be designed so that PSAPs can back each other up dynamically, if they so choose.

The microDATA xT911 call handling system has the ability to process Calling Line ID on all analog lines as long as caller ID is presented with the call in the standard Bellcore format (FSK modulation between the first and second ring). If administrative lines are going through an Agency PBX, the PBX must be capable of delivering caller ID with the call, so the microDATA xT911 call handling system can interpret and display caller ID. Also, any other special signaling on the PBX, such as flash hook timing, 9/8 level dialing, or authorization code must be provided by the Agency or their representative. It may be necessary to work with the Agency or their vendor partner to resolve signaling issues between Agency's PBX and the microDATA xT911 call handling system.

2.0 RING Network Architecture

AT&T has engineered a dual-host Next Generation 911 Intelligent Call Processing and Call Handling architecture for the RING 911 system. AT&T is partnering with microDATA to deploy a NENA compliant i3 NexGen ESInet. The proposed system is based on two geographically separate AT&T Network Control Centers that act as the core call processing application. The NCCs are essentially the "brains" of the system. The NCCs using several different types of Application Servers provide the following functions; 911 ANI/ALI Controller, IP-based telephony softswitch and centralized database stores for user profiles, system data and Management Information Systems (MIS) data. All call processing instructions as well as all 911 Call Taker profiles reside at the NCC.

This design provides for two AT&T NCCs. One is located in the Los Angeles County area the other in Ventura County area. These NCCs are redundant systems that are designed so each NCC handles 50% of the call processing load under normal operating circumstances, with the capability to handle 100% of the call processing load if the other goes off-line. This operation is performed automatically.

The system is engineered as an ESInet and will use Signaling System 7 (SS7) trunks to deliver 911 calls from the Legacy Selective Router network to the NCCs. There is an equal number of SS7 trunks being installed to replace 911 CAMA trunks that are being removed. The SS7 trunks are distributed across both NCC Hosts, with each host terminating 50% of the SS7 trunks assigned for each PSAP. By splitting the SS7 trunks, where 50% run to each host guarantees a PSAP will never have less than 50% of their trunks available to their PSAP.

All 10-digit Administrative lines and Ring-down lines will remain local to the PSAP. These lines will terminate to Analog/IP gateways at each local PSAP and integrated into the NexGen 911 system.

Each PSAP will have point-point IP (T1) connections to each NCC for redundancy. These circuits will have 100% of the bandwidth required to carry the PSAPs 911 traffic in case of failure of an NCC or T1 connection to a particular NCC.

In case of a T1 failure from a PSAP to a particular NCC the system is designed to pass the traffic from the originating NCC to the alternate NCC; then deliver the call on the

2.1 Intelligent (Rules Based) Routing

The proposed system provides the RING group the ability to route calls in a number of ways if they choose. Rules can be set to be dynamic, static or not at all. Rules can be established that would allow a particular PSAP (A) to automatically overflow their calls to another PSAP (B) if the system saw PSAP (A) as being unavailable. All routing instructions are carried out at the NCCs.

The proposed system is extremely flexible in the ways calls can be routed through the system. Due to the flexibility of this system architecture, extensive design discussions will be scheduled with the first eight PSAPs to determine how/if these rules will be implemented. Additional discussions will take place with the remaining PSAPs as they join the RING network.

2.2 Roaming Profile

Due to the systems centralized database at the host(s) all Call-Takers profiles are maintained central to the overall system. This gives Call-Takers the ability to log in to any xT911 workstation in the RING footprint with their profiles and take calls as if they were sitting in their own PSAP. To the NCC equipment the RING Agencies appear as one large PSAP; however, all call data, speed dials and other elements remain unique to each individual PSAP.

This feature gives PSAPs the ability to back each other up very quickly. For example PSAP (A) is experiencing a large increase in call volume, but does not have the staffing right at the minute to handle the calls quickly. PSAP (A) can request assistance from PSAP (B) by having a Call-Taker log in to the system as a PSAP (A) Call-Taker. This Call-Taker at PSAP (B) can assist PSAP (A) with calls for the duration of heavy call volume. When calls return to normal at PSAP (A) the Call-Taker at PSAP (B) can log back into their profile for their own PSAP.

The centralized database, Intelligent Routing and Roaming Profile give the RING system a high degree of flexibility in allocating how calls can be handled and how each PSAP will be able to dynamically back each other up. There will have to be many discussions and agreements among the RING PSAPs to determine how this will ultimately be configured.

2.3 Connectivity

911 Trunk Connectivity

Phase one of this project is to implement the RING project as a "Hosted Regional Network" architecture using Signaling System 7 (SS7) trunks as the transport for 911 call delivery to the host Emergency Selective Router Proxy (ESRP - 911 NexGen Selective Router). AT&T will replace the 911 CAMA trunks that reside at the PSAPs with new SS7 trunks into the geographically separate NCCs and the T1(s) from the NCCs to the PSAPs. The design is to split 50% of the trunks for each PSAP to terminate to each NCC. There will be an equal number of SS7 trunks replacing the CAMA trunks that are being removed.

Breakdown of 911 trunks by (Legacy) Selective Router

	AT&T	Verizon	AT&T	Verizon	Verizon	Verizon	AT&T	
Agency	San Gabriel	La Puente	Sherman Oaks	West LA	Sepulveda	Long Beach	Hollywood	Total
Alhambra PD								
Beverly Hills PD								
Burbank PD								
Glendale PD								
Pasadena PD								
San Fernando PD								
Sierra Madre PD								
Verdugo Fire								
	18	8	23	4	7	2	9	71

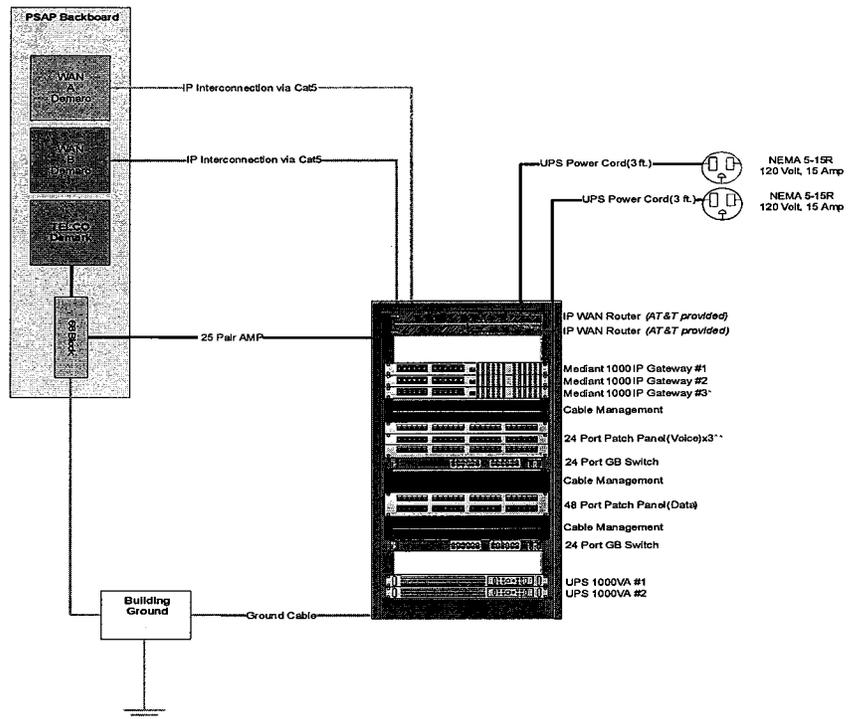
The initial implementation of ESInet is to continue to route 911 calls based on Emergency Service Number (ESN) routing to the correct PSAP. The ESRPs within the NCCs will be connected to the existing network "ALISA" database to query for the ESN to route 911 calls. The ANI/ALI information is embedded into the IP connection from the NCC to the Call-Taker position. This will also allow for the Automatic Number Identification (ANI) to remain with 911 calls in case of transfer.

WAN Connectivity

Each PSAP will have AT&T managed T1 connectivity to each NCC. To reduce the overall cost of the network AT&T is placing an "aggregation" point in the Hollywood Central Office. The connectivity from each PSAP to the Pasadena NCC is point-to-point T1. The connectivity to Ventura NCC is via the "aggregation" point in Hollywood. The PSAPs will have point-to-point T1 connections to Hollywood, where these circuits will be bundled and multiplexed onto interoffice facilities and transported to Ventura NCC.

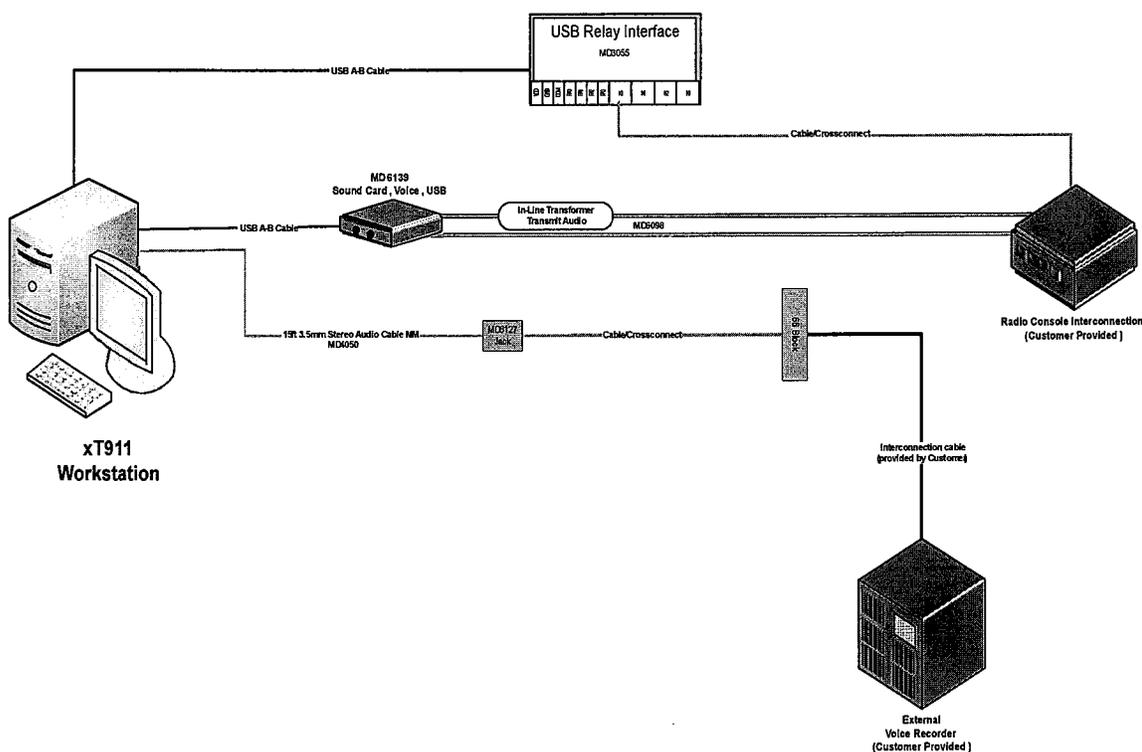
PSAP Connectivity

The following diagram reflects the type of network equipment required at each PSAP. The back room equipment reflects the equipment that will be "housed" at each PSAP within their respective equipment rooms. The single equipment cabinet will contain the two AT&T managed routers, one per Wide Area Network (WAN) connection. The cabinet will also contain the Administrative line gateways and Local Area Network (LAN) switches that will connect to the individual xT911 Call-Taker positions. The cabinets are provisioned with Uninterruptible Power Supplies as required.



xT911 Connectivity/Audio Interface

The following diagram demonstrates the typical connections for an xT911 Call-Taker position. The following diagram is functionally equivalent to equipment in place today. AT&T technicians will run a minimum of 3 Category 5 wires from the PSAP equipment room to each xT911 position. One wire will connect the xT911 workstation to the Local Area Network (LAN), one wire will connect the backup xT-Phone, which acts as a backup to each xT911 workstation, and one wire will connect the xT911 workstation to the PSAP long term recorder. Each workstation will also provide a two-wire audio hand-off to the PSAP radio vendor as required for headset integration.



Data Storage

All data including system, call history, profile and permissions information is centrally stored at the NCCs. Keeping the data stored at the NCCs makes the RING appear as one large PSAP. However, each PSAP will operate discreetly under normal operating circumstances, with their own speed dials, contact information, and MIS data.

2.4 Integration Requirements

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

CAD Interface

The xT911 call handling platform provides a serial CAD interface port as the demarcation point between the xT911 and the PSAP CAD application server. The AT&T/microData hosted call handling solution provides the CAD output from the host location to the PSAP

via an IP connection. AT&T will provide an IP to serial protocol converter to act as the demarcation point. AT&T technicians will mark this demarcation point and work with the PSAP CAD vendor to assure proper connectivity to the PSAP CAD application server.

Logging Recorder

AT&T technicians will run a CAT-5 wire from each xT911 workstation position to a demarcation point (66-block) near the long term recorder. The CAT-5 wire will provide an audio path from each xT911 position back to the long term recorder. Due to the SS7 trunks terminating at the host NCC locations the PSAPs will be unable to record the trunks at their respective PSAPs. Signaling System 7 trunks are digital trunks and require specific interface cards on long term recording as opposed to the standard analog interface card used by CAMA trunks today. AT&T is reviewing the possibility different methods to record digital trunks at the NCC.

Netclock Interface

AT&T will provide a timing source at the NCC locations to time the NCC host equipment. It is still necessary for the PSAPs to provide a network timing source, such as a Spectracom Netclock to time the equipment terminating at the PSAP location. Utilizing Spectracom Netclock timing systems at the NCC and PSAP locations assures all networks are being timed off the same synchronous satellite network.

ECATS/CDR

The AT&T/microDATA hosted solution can provide ECATS/CDR either at the PSAP location or at the NCC host location. The data can also be provided as an IP/XML format at the host location or serial connection at the PSAP location. AT&T/microDATA recommendation is to provide an IP connection directly from the NCC host location.

ECATS connectivity is provisioned as a requirement by the State of California 911 Program Office to account for 911 call activity. Administrative line call traffic information will not be provided to ECATS unless it is specifically requested by the State. Each PSAP is viewed as an individual agency to the ECATS data repository. All Administrative line activity can be obtained from the xMIS system.

3.0 System Programming

AT&T and/or AT&T vendor partner perform all initial systems programming. This programming consists of all configuration programming at the NCC host locations including trunks, lines, and profiles (position) and network intelligent routing decisions.

The initial system programming will be to replicate the current operation of each individual PSAP as closely as possible. However, due to the flexibility of the hosted solution, extensive meetings will take place with the PSAPs, individually and as a group, to determine the proper configuration of the system.

The hosted solution is a centrally managed system with database servers resident within the NCCs. This centralized database stores all universal PSAP information as well as all individual (autonomous) PSAP information. Each PSAP will act as a unique PSAP with its own speed dials, profiles and MIS reports. The system can also, if desired, provide universal reports.

xADMIN/xMIS

AT&T highly recommends each PSAP provide at least one dedicated administrative workstation to run the xAdmin and xMIS applications. This Administrative workstation will be connected to the xT911 Local Area Network, which will provide access across the Wide Area Network to the xAdmin servers. AT&T technicians will run the CAT-5 wire for the administrative workstation on a time and materials basis as needed.

xAdmin is the centralized administrative component of the AT&T/microDATA hosted solution. xAdmin enables PSAP administrators to manage their user roles and privileges, user profiles, and security rights for user access to the system. Each PSAP will be required to designate at least one Supervisor/Manager as the PSAP Administrator. The PSAP Administrator will have access and ability to change User, Contact and ALL Discrepancy parameters. Access to other data may be available after further review of the overall design of the system. Further discussion will determine final access levels.

xMIS is a web-based reporting application that enables the PSAP Administrator to monitor the performance of their individual PSAP. xMIS utilizes Microsoft SQL Reporting Services to deliver an array of pre-configured and customizable reports and statistic, which can be scheduled to be delivered electronically at pre-configured times.

Types of reports that can be run by the PSAPs:

- Total calls received
- Abandoned/Cleared calls
- Calls by Call Taker
- Calls by Station
- Calls by Type
- Calls by Trunk Group
- Average Time to Answer
- Average Length of Call
- Shift Summary
- PSAP Summary
- Additional reports to be reviewed during training.

xAdmin/xMIS will be accessed via xT911 workstations. Dedicated client workstation (with firewalls) will be provided at the client's expense.

4.0 ACCEPTANCE TESTING

Final system acceptance for this Scope of Work will occur when the standards of performance of the State contract CALNET II MSA 2 (95-06-58-21) is met. Specifically section 6.2.6.1 Network Based Automatic Call Distributor (ACD) Features (1)
A Cutover and Acceptance Test Plan will be provided by the AT&T Project Manager as the project is implemented.

5.0 RESPONSIBILITIES

5.1 AT&T Project Team

Contacts			
Role	Name	Phone // Fax // Pager	Mail/ E-mail
Project Manager	Terry Clark	Phone: (626) 578-4154 Fax: (707) 427-7569 Wireless: (626) 807-6925	tc3163@att.com 600 E. Green St Pasadena, CA 91101
Senior Account Manager	Henry Wang	Phone: (714) 680-5789 Fax: (714) 526-9069 Wireless: (213) 422-1152	hw3126@att.com 8925 Orangethorpe Ave. RM 147 Buena Park, CA 90621
Program Manager	Dave Smith	Phone: (530)-432-8452	ds2169@att.com 3707 Kings Way, RM C33 Sacramento, CA 95821
Technical Sales Specialist (Network)	Mike Neideffer	Phone: (916) 972-6355 Wireless: (916) 213-2096	vn1592@att.com 3707 Kings Way, RM C33 Sacramento, CA 95821
Technical Sales Specialist (PSAP)	Robert Russo	Phone: (951) 369-2282 Wireless: (951) 500-2130	rr1713@att.com 3580 Orange St. RM B005 Riverside, CA 92501
State Consultant	Chereise Bartlett	Phone: (916) 657-9235	chereise.bartlett@state.ca.gov 601 Sequoia Pacific Blvd. MS-911 Sacramento, CA 95811
RING Manager	Wendy Petry	Phone: (626) 744-4604	wpetry@cityofpasadena.net 207 N. Garfield Ave. Pasadena, CA 91101
RING Manager	Don Wise	Phone: (818) 548-3313	dwise@ci.glendale.ca.us 421 Oak Street 421 Oak Street Glendale, CA

5.2 Project Manager

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.

5.3 AT&T Responsibilities

AT&T is responsible for the following:

- Delivery of equipment
- Security of equipment, until final acceptance of equipment (Agency to provide first level security).
- 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.
- Training.

- Installation of appropriate cabling from equipment room to all 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 phone handsets.

5.4 Customer Responsibilities

**These responsibilities will be addressed in further detail in the individual PSAP SOWs.

6.0 INSTALLATION SCHEDULE

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

Task	Start Date	End Date	Duration (Days)
Final Funding Approval Date:	02/01/12		
AT&T NCC Building Out:	02/01/12	07/30/12	180
Equipment / Network Order Date:	02/01/12	03/21/12	49
Project Plan:	02/15/12	03/26/12	40
Equipment Delivery Date:	03/21/12	06/19/12	90
Network Install Date:	07/10/12	07/31/12	21
Test Plan:	03/26/12	06/24/12	90
Installation (NCC and First Two Remotes):	07/31/12	09/29/12	60
Testing (NCC and First Two Remotes):	09/29/12	10/27/12	28
Installation (6 Remotes):	11/03/12	12/15/12	42
Testing (6 Remotes):	12/15/12	01/29/13	45
Training:	10/27/12	11/24/12	28
Cut-over:	01/30/13		

Installation date may be changed 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.

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-hours tariff.

7.0 MAINTENANCE PLAN

7.1 Maintenance

Maintenance of this project is determinant of the State contract CALNET II MSA 2 (95-06-58-21), specifically sections 6.2.22.2.6 through 6.2.22.2.9. AT&T will adhere to all conditions of stated contract agreement.

8.0 TRAINING

8.1 Supervisor/Dispatcher Training

**Training will be addressed in individual PSAP SOWs.

9.0 DOCUMENT ACCEPTANCE

Pasadena

Regional Integrated Next Generation 911 Group

I understand and approve of the scope of work 4.0 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 State 911 Program Office and/or the PSAP, and AT&T.

State 911 Program Office

Date

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 CUSTOMER HAS PREVIOUSLY CONNECTED OR SUBSEQUENTLY CONNECTS ITS PSAP LAN TO ANY OTHER COMPUTER NETWORK OR HAS CAUSED OR CAUSES SUCH A CONNECTION, CONTRARY TO AT&T'S PSAP NETWORK SECURITY 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 B: Change Order Request Form

AT&T Project Office

Change Request – Pasadena RING Project

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 C: 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 CAB can escalate trouble reports and put you in contact with management personal 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 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.

Appendix D: Alhambra Police Department SOW

Appendix E: Beverly Hills Police Department SOW

Appendix F: Burbank Police Department SOW

Appendix G: Glendale Police Department SOW

Appendix H: Pasadena Police Department SOW

Appendix I: San Fernando Police Department SOW

Appendix J: Sierra Madre Police Department SOW

Appendix K: Verdugo Fire Communications Center SOW

Supplied as separate documents

Appendix E3 (With ESInet)



Proposed Bill of Materials
Pasadena RING

Date: 10/17/2011 - With ESInet

Company Name Pasadena RING
Quote# 003-Beverly Hills PD
Customer Contact Dona Norris
Contact Info (310) 288-2634
Email
Acct#
ECATS#
Terms

AT&T ACCOUNT TEAM:
Sales Name Contact Info
Henry Wang (213) 422-1152
Fax (707) 427-7569
SYSTEM ENGINEERING:
SE Name Contact Info
Mike Neideffer (916) 972-6355

CALNET 2

(Please reference this contract and contract number on your PO.)

CALNET 2 Identifier	Description	QTY	NRC	MRC	Extended NRC	Extended MRC
Proposed Solution						
911MRSIP	Managed IP PSAP Router Svc	1	\$ 390.00	\$ 422.18	\$ 390.00	\$ 422.18
911ERS10	Integ Emer Resp Svc basic up to 10 pos	1	\$ 5,655.00	\$ 19.50	\$ 5,655.00	\$ 19.50
911ERSN	Integ Emer Resp Svc agent services	7	\$ 12,962.00	\$ 149.00	\$ 90,734.00	\$ 1,043.00
911TERM	Local Line Svc per line	43	\$ -	\$ 14.00	\$ -	\$ 602.00
911TERMT1	Local Line Termination up to 4 lines	2	\$ 2,600.00	\$ 24.00	\$ 5,200.00	\$ 48.00
911TERMT2	Local Line Adtl Termination 4 lines (5 max)	9	\$ 556.00	\$ 5.00	\$ 5,004.00	\$ 45.00
911CMR	Call Metrics Report initial	0	\$ 195.00	\$ 277.88	\$ -	\$ -
911CMRA	Call Metrics Report addl	1	\$ 97.50	\$ 29.25	\$ 97.50	\$ 29.25
Professional Services						
WANIMNC2N	Network Consultant II	122	\$ 200.00	\$ -	\$ 24,400.00	\$ -
SUMMARY					\$ 131,480.50	\$ 2,208.93

PRICING DETAIL

SUMMARY DETAIL
TOTAL NON RECURRING CHARGES
TOTAL MONTHLY RECURRING CHARGES
TAXES, FREIGHT

PAYMENT
UPON INVOICE
MONTHLY
N/A

TOTAL
\$ 131,480.50
\$ 2,208.93
\$ -