

## Scope of Work

Attachment 1

**CRAIGHEAD COUNTY AR  
JONESBORO 911  
MOTOROLA VESTA 911, GIS MAPPING, AND  
ECATS REPORTING  
HARDWARE/SOFTWARE UPGRADE**



***Public Safety Solutions***

Prepared by:

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## Statement of Work

### Executive Summary

The purpose of this Statement of Work (SOW) is to clarify the responsibilities of AT&T & JONESBORO 911, regarding the scope of work, deliverables, terms and conditions of the following equipment Leased services renewal and Equipment upgrade at the JONESBORO 911. This document, and any subsequent revisions, shall hereafter be recognized as an addendum to the Master Agreement by and between JONESBORO 911 and AT&T. For the remainder of this document, JONESBORO 911 will be referred to as Customer.

### Contact Information

Customer Information			
Customer Name	JONESBORO 911		
Customer Address	411 W Monroe, Jonesboro, AR 72401		
Contact Position	Contact Name	Contact Number	
Jonesboro & Craighead County E911 Director	Jeff L. Presley	(870) 336-7199	Office
		(870) 680-3943	Cell

AT&T Information			
Position	Contact Name	Contact Number	
Application Sales Executive	Justin Vaughn	(816) 808-7264	Cell
Technical Sales Consultant	R. Brian Hawthorne	(817) 995-6220	Cell
Project Manager	Brian Osborne	(610) 721-1123	Cell

## Scope of Work

### Overview

AT&T will install and upgrade new, a Motorola Vesta 7.x 9-1-1 call handling, GIS Mapping, and ECaTS MIS hardware, software and services with a Desktop Elite Mini 705 G5 workstation and two (2) 22 inch LCD Flat panel monitor for five (5) positions at the Jonesboro 911 Primary PSAP and two (2) Command Post Laptops, one (1) to be installed in the Directors office and one (1) in the Training Officer's office. Included in the telephony suite will be six (6) Landline 9-1-1 trunks & three (3) Wireless 9-1-1 trunks from the Jonesboro Main Tandem, to be installed in the host sites. Ten (10) Admin lines, already established and ready for upgrade. UPS systems will be installed if needed. Time Synchronization equipment located in the Host site, along with the backroom equipment. On site equipment will include the following (router, switch, patch panel, and admin gateway) in the 42U 19in Rack. Recommended Optional Parts/Spares will be included in the order as well as Extended Warranties on the Desktop Elite Mini 705 G5 workstations for 5 years. Also included in this project are VESTA IRR software, and Motorola Managed Services including Monitoring & Response, Anti-Virus Solution, and Patch Management Solution. All VESTA 911 Agent & Admin, GIS Mapping, and ECaTS MIS training will be conducted on site by a qualified ECaTS, or Motorola trainer for all call-takers and administrative personnel at JONESBORO 911 PSAP if needed.

The Customer CAD, Logging Recorder, and Smart 9-1-1 applications will be integrated into the VESTA 7.x solution via NENA recommended CAD interface.

The Craighead County E9-1-1 PSAP's will be a remote PSAP integrated off the AT&T Hosted E911 system via an AT&T VPN network to be installed at both PSAP locations.

## Project Details

### Equipment Installation

AT&T technician(s) will install workstations and back room 9-1-1 equipment with the latest technology and operating systems.

AT&T will provide Installation of the Motorola Vesta 911, GIS Mapping, and ECaTS MIS equipment at the address listed below.

### Locations included in this Attachment:

- **CRAIGHEAD COUNTY E911/ JONESBORO 911**

**Primary PSAP**

**411 W Monroe**

**Jonesboro, AR 72401**

- **Back-Up PSAP**

**TBD**

### Equipment Strategy

All installation work will be done during normal business hours (8AM-5PM) with no weekend or holiday work. Any work requested by Customer to be performed outside of these hours will be performed as resources are available and at additional cost to Customer, which will be quoted at the time the work is requested.

### Motorola Vesta 911, GIS Mapping, and ECaTS MIS

The equipment is expected to arrive at AT&T warehouse by December 2021. Motorola Communications will coordinate with the shipping company to be able to provide the exact date the equipment will arrive with at least 24 hours notice to AT&T.

### Acceptance Criteria

Installation shall be deemed complete when the System is in operating condition (Cut live in the final JONESBORO 911 configuration). Minor System issues not materially affecting System functionality shall be noted and promptly remedied by AT&T but shall not delay acceptance.

AT&T shall notify JONESBORO 911 when installation of all materials and services are completed. Within (10) days after such notification, JONESBORO 911 either will: (a) accept the System by signing an acceptance letter, or, (b) in the event JONESBORO 911 deems the System is not acceptable, shall notify AT&T in

writing, specifying in detail in what way the equipment and/or services do not materially conform to this Addendum. AT&T will correct any non-conforming items, after which JONESBORO 911 shall accept the System. Acceptance shall not be withheld unreasonably.

A. RELIABILITY - The System has been cut over, and has been in constant use as the secondary source of 9-1-1 call processing, for 72 consecutive hours without Malfunction. "Malfunction" shall be defined as occurrences during which any feature of the System fails to operate and such failure to operate causes one or more 9-1-1 calls to go unanswered or causes an unreasonable delay in answering one or more 9-1-1 calls. Whether an occurrence constitutes a Malfunction will be mutually agreed upon between JONESBORO 911 and AT&T (agreement not to be withheld unreasonably); and.

B. FEATURES - The System provides all features and capabilities listed in this Scope of Work and in the Agreement; and

C. TRANSMISSION LEVELS - The quality and level of transmission meet published specifications of the System; and

D. TRUNK SIGNALING – AT&T tests and observation of the AT&T Central Office trunks at the PSAP demonstrate that:

1. The System seizes and releases trunks without hang-ups, lock-ups, or unintended disconnects; and
2. Proper signaling of tandem connections cause both called and calling party to disconnect; and
3. Calls can be transferred via the tandem to each agency on the transfer list.

E. CAD INTERFACE –The interface to the CAD system is transmitting ANI/ALI data accurately; and this is formatted in the NENA standard protocol. The ANI/ALI (Automatic Number Identification/Automatic Location Information) information will be sent to multiple devices through a line sharer, which will be installed to permit sending ANI/ALI information from the VESTA 4.x system to the existing recording system if present, as well as to the existing CAD system; and

F. EQUIPMENT INSTALLATION AND GROUNDING - All wiring, grounding, and interface equipment installation has been completed, and is in accordance with industry standards; and

G. SYSTEM ACCESS AND SECURITY LEVELS – Each station line has been demonstrated to provide the defined access and restrictions and, the call-handling application software and client server operating system restricts or allows access according to the agreed criteria; and

H. TRAINING – AT&T will use its own resources or contract trainers to provide training for PSAP call takers and/or administrative employees if deemed necessary; and

I. DOCUMENTATION - System documentation (for Mfg. and AT&T) is Complete and on file with JONESBORO 911; and

J. PUNCH LIST - All deficiencies noted by the vendor or JONESBORO 911 have been corrected by the vendor, except for a punch list which JONESBORO 911 agrees are only made up of “minor items” that should not impact acceptance (agreement not to be withheld unreasonably).

#### **Maintenance Information**

**Scope of Work:** AT&T has agreed to install and maintain the Motorola VESTA 7.x systems using the AT&T Special Services Crew that currently maintains JONESBORO 911 site. AT&T will provide Installation and 7x24x365 maintenance (parts and service) for the Motorola 9-1-1 equipment systems located at the address listed in this Agreement for a period of five (5) years, (warranty plus 4 year of Motorola extended warranty) beginning on the date installation is completed. The maintenance of the systems includes correcting problems with all Motorola and ECATS applications and underlying operating system on the premise equipment. Excluded from the maintenance coverage is support for any third party software or integrated systems, not installed by AT&T technicians. If the Motorola and ECATS application software or underlying operating system is adversely affected by third party software installed by JONESBORO 911 or the PSAPS involved, or anybody else, it will be the sole responsibility of JONESBORO 911 to correct these problems. If AT&T technicians are dispatched to correct problems found to be caused by third party software or other material not covered by this agreement, JONESBORO 911 will be billed according to the following schedule:

- Monday-Friday 8:00AM-5:00PM - \$199.00/hr Time and Material.
- Monday-Friday 5:01PM-7:59AM and all day Saturday and Sunday- \$268.50/hr Time and Material.
- Holidays - \$358.00/hr Time and Material.

**Scope of Work Defined:**

- **AT&T is responsible to provide Parts and Labor, but not limited to, the following items:**
  1. Installation of all Motorola equipment including but not limited to: Vesta 911, GIS Mapping, and ECaTS MIS.
  2. Maintenance of all Servers (includes all internal components and monitors)
  3. Maintenance of all Workstations (includes all internal components).
  4. Maintenance of all “backroom” equipment, which is described as being the Vesta 911 rack and all contents, all modems used by the Motorola system, all cabling from the “backroom” equipment to the server and workstations
  5. Maintenance of all software (Operating System/Motorola Applications) installed on Server and Workstation(s) which includes programs that are installed automatically with the Operating System. This includes any third party software required to run Motorola Application software that may be needed.
  6. All cabling attached to Workstations that interconnect with hardware necessary to operate the Motorola Application software.
  7. Handsets, including cables and “jack” plugs.
- **PSAP agents, employees and/or representatives shall contact the JONESBORO 911 for repair or replacement of the following items not covered by this agreement.**
- **AT&T will perform on a as needed basis the following Preventative Maintenance:**
  1. Take Servers and Workstations off-line, one-at-a-time, remove covers and blow dust and debris from system.
  2. Run standard software/hardware diagnostic tools on Servers and Workstations.
  3. Sign a log book placed at customer site indicating the date Preventative Maintenance was completed and by whom.
  4. Confirm media backup is functioning correctly.

- **AT&T Repair/Escalation Procedures on Network, hardware, ancillary equipment, and software:**
  1. Initial reports of trouble should be made to the AT&T 9-1-1 Resolution Center (**866-722-3911**).
  2. Status or Escalation on a trouble ticket can be obtained anytime by calling the Resolution Center (**866-722-3911**).
  3. Should step 2 fail contact the local AT&T Marketing Team.
- **AT&T will install, upon notification, manufacturer provided software patches, Service Packs, software upgrades, and hot fixes under the scope of this Addendum.**
  1. AT&T will provide JONESBORO 911 a schedule of installation.
  2. Identify (either AT&T or JONESBORO 911) the software update that is to be installed.
- **AT&T will install, or arrange to have installed, upon notification, manufacturer provided “point releases”.**
  1. AT&T will provide JONESBORO 911 a schedule of installation.
  2. Identify (either AT&T or JONESBORO 911) the software update/upgrade that is to be installed.
- **For requests outside the scope of this Addendum, AT&T will bill according to the following schedule:**
  - Monday-Friday 8:00AM-5:00PM - \$179.00/hr Time and Material.
  - Monday-Friday 5:01PM-7:59AM and all day Saturday and Sunday- \$268.50/hr Time and Material.
  - Holidays - \$358.00/hr Time and Material.
- **Upon request the AT&T 9-1-1 Resolution Center will provide to JONESBORO 911 electronic documentation of trouble tickets opened for JONESBORO 911PSAP.**



- **Contact with JONESBORO 911 will be in the following order:**

**Jonesboro and Craighead County E911 Director – Jeff Presley**

**[jpresley@jonesboro.org](mailto:jpresley@jonesboro.org)**

**(870) 680-3943 - Cell**

**All Services and Materials will be provided in accordance with the Agreement which is incorporated herein.**

## Responsibilities of the Parties

### AT&T Responsibilities

AT&T will provide a trained technician to install the network hardware at the customer location. Installation includes the following:

- Unpack and inventory all appropriate hardware and documentation.
- Mount hardware in appropriate rack or on appropriate surface.
- Install hardware module cards (modular chassis only).
- Connect hardware together (stackable units only).
- Connect hardware to network.
- Install wiring from backroom equipment to workstations.
- Power on hardware.
- Configure necessary parameters for all protocols being used, as supplied by customer.
- Provide verbal overview to customer's designated systems administrator of basic network hardware unit setup.
- Ordering and storing any and all spare parts needed for maintenance.

### Customer Responsibilities

The customer will be responsible for providing all site preparation including:

- Any building alterations necessary to meet wiring and other site requirements.
- Environmental modifications as required for the hardware i.e.; ventilation, heating, and air conditioning.
- Installation of all site wiring (power and signal, path and lengths).
- Installation of necessary power distribution boxes, conduits, groundings, lightning protection, connectors, and associated hardware.
- Installation of power outlets located within five feet of the equipment to be installed.
- Financially responsible for any and all maintenance and spare parts for this site. Customer has agreed to pay these fees in the contract terms and not on a as needed basis.
- Maintaining a Clean and Dust-Free Equipment Room and PSAP.

## Change Management Procedures

### Overview

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

- Customer's changes to the Scope of Work and/or specifications for the Services
- Customer's changes to the Implementation Plan
- Non-availability of resources which are beyond either party's control
- Environmental or architectural impediments not previously identified

### Procedures

In the event either party desires to change this Statement of Work, the following procedures will apply:

1. The party requesting the change will ask for a Change Request document to be completed by the AT&T Account Manager. The Change Request will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the Deliverables, and the schedule.
2. A Change Request may be initiated by either party for any material changes to the SOW. The designated Project Manager of the requesting party will review the proposed change with his/her counterpart. The parties will evaluate the Change Request and negotiate in good faith the changes to the Services and the additional charges, if any, required to implement the Change Request. If both parties agree to implement the Change Request, the appropriate authorized representatives of the parties will sign the Change Request, indicating the acceptance of the changes by the parties.
3. Upon execution of the Change Request, said Change Request will be incorporated into, and made a part of, this SOW.
4. Whenever there is a conflict between the terms and conditions set forth in a fully executed Change Request and those set forth in the original SOW, or previous fully executed Change Request, the terms and conditions of the most recent fully executed Change Request shall prevail.

## Customer Acknowledgment

The customer, by signing below, indicates that the Statement of Work has been read and the terms outlined within have been accepted. This Statement of Work is part of AT&T's Product and Services Agreement. The customer also is aware that any delays incurred because of any of the reasons listed in the Customer Responsibilities section is considered billable time. Any questions concerning AT&T's responsibilities and the work to be done should be directed to the AT&T representative.

**CITY OF JONESBORO 911**

**AT&T / Arkansas**

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Signature

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Signature

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Name *(type/print)*

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