CONFIRE

Fund Balance Report
FY 2019-2020

			Fund Balance As Of 03/31/20
Operations Fund (5008)			
Fund Balance 7/1/19		* $	2,033,652
Revenue	7,655,081		
Expenditures	(7,368,978)		
Net			286,103
Fund Balance As Of 03/31/20		**$**	**2,319,755**
Potential MOU/Operational Changes	(1,017,159)		
			(1,017,159)
Unassigned Fund Balance		**$**	**1,302,596**
FY 2019-20 Operating costs 10% is $1,016,493 Per Board Policy			
Equipment Reserve Fund (5009)			
Fund Balance 7/1/19		$	3,996,128
Revenue	357,114		
Expenditures	(257,877)		
Transfer out to County Fire	(1,991,140)		
Net			(1,891,903)
Fund Balance As Of 03/31/20		**$**	**2,104,225**
General Reserve Fund (5010)			
Fund Balance 7/1/19		* $	4,874,443
Revenue	471,547		
Expenditures	(42,242)		
Net			429,305
Fund Balance As Of 03/31/20		**$**	**5,303,748**
Reserve for CIP	(1,000,000)		
Transer UAAL to 5011	(10,000)		
Retained for HDGC Operations	(533,209)		
Committed			(1,543,209)
Unassigned Fund Balance		**$**	**3,760,539**
FY 2019-20 Operating costs 25% is $2,541,233 Per Board Policy			
Term Benefits Reserve Fund (5011)			
Fund Balance 7/1/19		$	559,753
Revenue	3,084		
Annual Premium (Contract Agencies)	132,720		
Expenditures	-		
Net			135,804
Transer UAAL From 5010			10,000
Fund Balance As Of 03/31/20		**$**	**705,557**

ATTACHMENT C1

Call Summary

CONFIRE/Comm Center

1743 W Miro Way
Rialto, CA 92376 County: San Bernardino

Year: 2020

From: 1/1/2020
To: 3/31/2020
Period Group: Month
Call Type: All
Abandoned Filters: Include Abandoned

CONFIRE

Date	911	911 Abdn	Total 911	911 Abdn Percentage	10-Digit Emergency Inbound	10-Digit Emergency Abdn	Total 10-Digit Emergency	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Total Admin	Total All Calls	Average Call Duration
Jan-20	16708	76	16784	0.45%	11804	521	12325	15715	11931	204	27851	56960	103.1
Feb-20	15931	76	16007	0.47%	11814	477	12291	14611	11563	208	26382	54680	101.2
Mar-20	15120	55	15175	0.36%	11815	476	12291	16708	11993	159	28860	56326	107.4
2020 Totals	**47759**	**207**	**47966**	**0.43%**	**35433**	**1474**	**36907**	**47034**	**35487**	**571**	**83093**	**167966**	**103.9**
2019 Totals	**43554**	**660**	**44214**	**1.49%**	**34617**	**1090**	**35707**	**51260**	**30834**	**487**	**82581**	**162502**	**109.8**

ATTACHMENT C2

PSAP Answer Time

CONFIRE/Comm Center
1743 W Miro Way
Rialto, CA 92376 County: San Bernardino

Month - Year: 1/1/2020 - 3/31/2020
Agency Affiliation: Fire

From: 1/1/2020
To: 3/31/2020
Period Group: Month
Time Group: 60 Minute
Time Block: 00:00 - 23:59
Call Type: 911 Calls

Call Hour	Answer Times In Seconds							
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Total
January 2020 Total	14,331	1,014	507	622	203	100	7	16,784
% answer time ≤ 10 seconds	85.38%	6.04%	3.02%	3.71%	1.21%	0.60%	0.04%	100.00%
% answer time ≤ 15 seconds	91.43%							
% answer time ≤ 40 seconds	98.15%							
February 2020 Total	13,945	833	429	530	173	94	3	16,007
% answer time ≤ 10 seconds	87.12%	5.20%	2.68%	3.31%	1.08%	0.59%	0.02%	100.00%
% answer time ≤ 15 seconds	92.32%							
% answer time ≤ 40 seconds	98.31%							
March 2020 Total	13,540	714	361	376	112	66	6	15,175
% answer time ≤ 10 seconds	89.23%	4.71%	2.38%	2.48%	0.74%	0.43%	0.04%	100.00%
% answer time ≤ 15 seconds	93.93%							
% answer time ≤ 40 seconds	98.79%							
Year to Date 2020 Total	41,816	2,561	1,297	1,528	488	260	16	47,966
% answer time ≤ 10 seconds	87.18%	5.34%	2.70%	3.19%	1.02%	0.54%	0.03%	100.00%
% answer time ≤ 15 seconds	92.52%							
% answer time ≤ 40 seconds	98.41%							
Year to Date 2019 Total	40,339	1,812	801	911	234	109	8	44,214
% answer time ≤ 10 seconds	91.24%	4.10%	1.81%	2.06%	0.53%	0.25%	0.02%	100.00%
% answer time ≤ 15 seconds	95.33%							
% answer time ≤ 40 seconds	99.21%							

CONFIRE Billable Incidents

Period: 01/01/2019 thru 03/31/2019

Jurisdiction	# of Incidents	% of Total
San Bernardino County	34,846	65.11%
RanchoCucamonga	3,852	7.20%
AppleValley	2,981	5.57%
Redlands	2,538	4.74%
Rialto	2,472	4.62%
Colton	1,653	3.09%
Big Bear Fire	1,258	2.35%
MontclairFD	1,103	2.06%
Loma Linda	996	1.86%
ChinoValleyFD	668	1.25%
San Manuel FD	522	0.98%
Baker Ambulance	199	0.37%
Running Springs	181	0.34%
Road Department	134	0.25%
VictorvilleFD	114	0.21%
Total	**53,518**	**100%**

BDC Division	# of Incidents	% of Total
East Valley	9,952	28.56%
Victorville	5,226	15.00%
Fontana	4,768	13.68%
Valley	4,212	12.09%
Hesperia	2,825	8.11%
South Desert	2,760	7.92%
North Desert	2,670	7.66%
Mountain	1,261	3.62%
Adelanto	1,172	3.36%
Total	**34,846**	**100%**

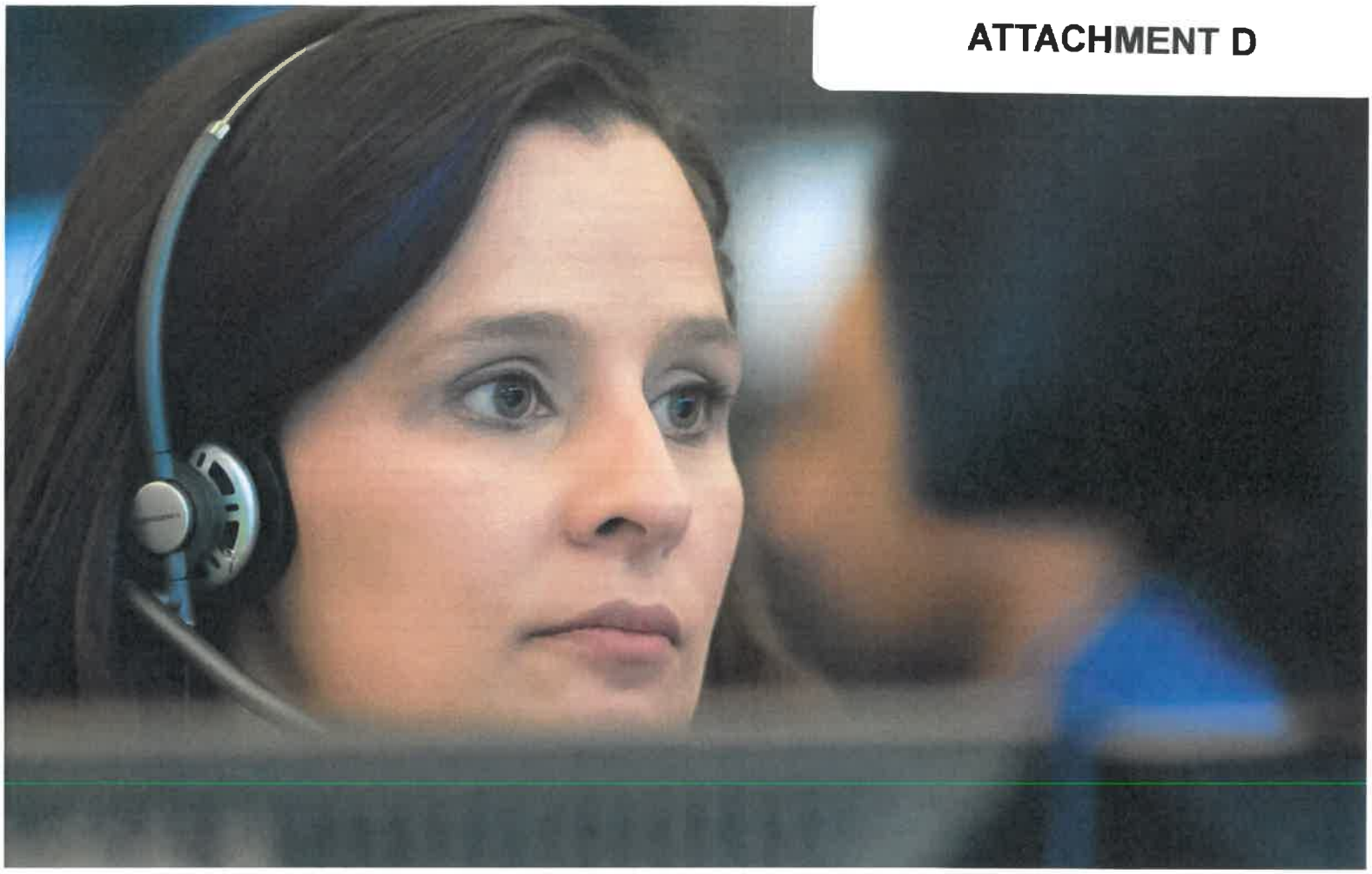
CONFIRE Billable Incidents

Period: 01/01/2020 thru 03/31/2020

Jurisdiction	# of Incidents	% of Total
San Bernardino County	29,843	52.97%
VictorvilleFD	5,465	9.70%
RanchoCucamonga	4,059	7.20%
AppleValley	3,042	5.40%
ChinoValleyFD	2,899	5.15%
Redlands	2,723	4.83%
Rialto	2,668	4.74%
Colton	1,815	3.22%
MontclairFD	1,128	2.00%
Big Bear Fire	995	1.77%
Loma Linda	938	1.66%
San Manuel FD	416	0.74%
Running Springs	158	0.28%
Baker Ambulance	145	0.26%
Road Department	48	0.09%
Total	**56,342**	**100%**

BDC Division	# of Incidents	% of Total
East Valley	10,335	34.63%
Fontana	4,789	16.05%
Valley	4,197	14.06%
South Desert	2,857	9.57%
Hesperia	2,813	9.43%
North Desert	2,547	8.53%
Adelanto	1,211	4.06%
Mountain	1,094	3.67%
Total	**29,843**	**100%**

ATTACHMENT D



CONFIRE DESERT REMOTE OFF OF SAN BERNARDINO COUNTY VESTA 911 HOSTED CPE SYSTEM

In Partnership with:

VESTA Solutions, Inc.

SCOPE OF WORK
for
VESTA Map Local Premium on CONFIRE Desert VESTA Remote

CalOES Contract Number 4151-6

Quote # DIR77567E

MOTOROLA SOLUTIONS

REVISION HISTORY

Date	Version	Author	Change
5/29/19	5	TJD	Additional 7th position made live
6/26/19	7	TJD	Corrected form numbers referenced on the implementation schedule – quote adjustments – update signature page
7-3-19	8	TJD	Updated pricing
4-15-2020	9	BW	VESTA Map Local Pricing Update

Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

MOTOROLA SOLUTIONS

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Appendix A – Site Ceritfication

Appendix B – Floor Plans

Appendix C – Line Item Price List

Appendix D – Change Order Form

Appendix E – Agency Compliance Site Readyness

Appendix F – Agency Acceptance Test Plan

Appendix G – Monthly Service Level Agreement

Appendix H – Certification of Readyness

Appendix I – SLA Compliance Reports

Appendix J – Monthly VESTA 9-1-1 Acceptance Date Compliance SLA

1. PURPOSE AND OBJECTIVE

Customer:	State of California PSAP
Statement of Work:	VESTA Map Local Primium for CONFIRE Desert
Site(s) :	CONFIRE Desert
Quote #(s):	DIR77567E

The purpose of this Statement of Work (SOW) is to clarify the responsibilities of Vesta Solutions Inc., (Contractor), a Motorola Solutions Inc. company, a California corporation having its principal office at 42505 Rio Nedo, Temecula, CA 92590, and CONFIRE Desert (Agency) with respect to the scope of work, deliverables, and terms and conditions of the project described herein. This SOW shall be subject to the terms and conditions of the CalOES Master Purchase Agreement number 4151-6 dated 8-21-18 by and between Vesta Solutions, Inc. and Cal OES. In the event there is a conflict between the terms and conditions of this Statement of Work and the Master Purchase Agreement, the Statement of Work shall take precedence. All exhibits, appendices and attachments hereto are incorporated herein by reference.

The Agency will be using the State of California 9-1-1 Systems and Services Master Purchase Agreements (MPA) contract to purchase Customer Premise Equipment (CPE) and maintenance services. This Statement of Work (SOW) does not restate the mandatory requirements from the MPA. Instead, this SOW is built upon the MPA contract that binds the contractor to meet all the mandatory requirements in the MPA and provides essential information relative to the Agency's business need.

2. EXECUTIVE SUMMARY

This SOW covers the addition of VESTA Map Local to the CONFIRE Desert VESTA Remote and the associated call taker positions.

The VESTA solution is described below:

This is a geo-diverse VESTA solution where the hosts are located at the San Bernardino County Sheriff Department - Valley Control Center (Side A) and the Desert Control Center (Side B). The hosts will support the Sheriff Department call takers at each center. The two CONFIRE call centers will be remotes off of these hosts and are collocated on the same campus at the Valley Contol Center and co-located in the same building at the Desert Control Center.

The Contractor will work in concert with the Agencies to implement the VESTA© 9-1-1 Solution; a Geo-Diverse, redundant solution with no single point of failure for call processing. This implementation will modernize the end customer(s) 9-1-1 system through the use of the VESTA 9-1-1 call processing solution, a mission-critical call management and response solution that is a NENA compliant, IETF standards-based, IP-centric implementation.

The VESTA 9-1-1 call processing solution is a 9-1-1 ANI/ALI controller providing voice management and data (ALI) retrieval. The VESTA 9-1-1 call processing solution supports all of the standard telephony interfaces to simplify integration into existing telephony networks. The VESTA 9-1-1 call processing solution is engineered to ensure that there is essentially no single point of failure; in this regard most hardware is duplicated within the system to ensure redundancy.

As part of this project the Agencies are becoming a direct customer with the Contractor. There will no longer be a channel between the Agencies and the Contractor. This will provide improved response times since the HQ for the Contractor is close by.

The Contractor understands the importance of providing a Maintenance Plan that enhances our customer's ability to maximize the efficient and effective operation of their Public Safety Answering Points (PSAPs) while maintaining system performance and reliability.

The Contractor's goal is to build a service relationship you can trust and count on to grow with your needs and the demands of Next Generation 9-1-1 emerging technologies.

3. VESTA MAP LOCAL SOLUTION OVERVIEW

VESTA Solutions Inc. will be adding VESTA Map Local to the CONFIRE Desert Remote. The VESTA Map Local solution provides PSAPs an intuitive and easy to use map display to help determine the precise location of 9-1-1 calls made from a variety of call devices. It enables the direct display of caller location overlay on outdoor and indoor maps allowing for a more detailed location to be relayed to first responders.

This real-time decision making tool integrates emerging technologies, like ESRI ArcGIS Runtime Software Development Kit (SDK), bringing full capability of the ArcGIS platform to the VESTA Map Local solution. It checks the RapidSOS NG9-1-1 Clearinghouse for the caller's device-based hybrid location, a more accurate location, which it will add, if available to the map view. This means Telecommunicators now have the potential to also have more accurate locations for indoor wireless calls.

The VESTA Map Local solution is part of our GIS commitment to offer an end-to-end i3 system that provides GIS display and data management tools for the Next Generation Core Services (NGCS) elements.

VESTA Map Local will be integrated with the VESTA 9-1-1 solution that will be installed based on a separate SOW.

The contractor will provide the following new equipment:

CONFIRE Desert VESTA Map Local Equipment	
Item Description	**Quantity**
VESTA Map Local Backroom Equipment	
VESTA Map Local Premium License	1
VESTA Map Local Server	1
VESTA 9-1-1 Position Equipment for VESTA Map Local	
VESTA Map Local Premium workstation licenses	7
22 inch LCD monitors	7

For a complete list of all system components refer to the System Quote (Appendix C)

The equipment provided by the Contractor will comply with State of California Contract (State of California Contract name) and any FCC requirements for E9-1-1. It will also meet the NENA requirements for displaying ANI/ALI Phase II wireless calls.

The Agency will be responsible for the installation and configuration of any Agency third party applications and hardware.

3.1 Utilization of Existing Equipment

The following equipment has been certified to be compatible with current technology and in good condition. If identified below, this equipment will be reutilized

Reutilization of Existing Agency Equipment	
	Equipment Description
	The call center master clock
	UPS for Backroom VESTA 9-1-1 Solution
	UPS for Workstation Equipment
	Current Cabling

3.2 Provided By the Agency

The Contractor shall provide a pre-installation checklist to insure that the Agency has met all installation obligations prior to the Contractor installing the equipment. On or before the Facility Readiness Date, the Agency shall cause the site to be prepared in accordance with the Contractor's site preparation specifications unless the Contractor has agreed to be responsible for such site preparation. The Contractor will provide a written certification that the modifications detailed on the pre-installation checklist have been completed in accordance with the Contractor's requirements.

Agency will supply the following system components

Agency Supplied Components
Item Description
All current cabling to include network cabling CAD/LTR/Radio cabling, conduit pathways from position locations to backroom equipment location
Existing network between the Host Sites meeting the Motorola Solutions requirments
Existing network for remote system access meeting the Motorola Solutions requirments

Agency Supplied Components
Item Description
Headsets
Digital Logging Recorder
HVAC, Power and Grounding for Backroom and Positions
Rapid SOS circuit/service contract

3.3 Components Not Included

Item Description
CAD Solution
PSAP Furniture

3.4 Equipment Shipment and Staging

Shipments to the installation sites shall be the responsibility of the Contractor and shall be made by commercial carrier. If air shipment by commercial carrier is not specified in the Purchase Order (PO), shipment shall be made by commercial carrier padded van. Equipment shall be preserved, packed and marked in accordance with the Contractor's standard practice.

Supervision of packing, unpacking and placement of equipment shall be furnished by the Contractor during the Contractor's normal working hours. Rearrangement of equipment on the same site for Agency convenience shall be at Agency expense. Agency shall provide adequate secure space for the storage and staging of the equipment.

3.5 Equipment Removal & Disposal

The following decommissioned equipment will be removed and left at the Agency site by the Contractor:

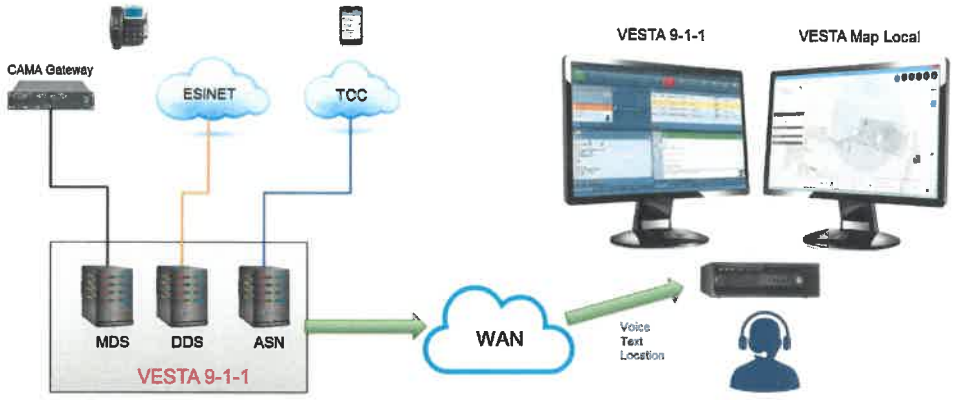
- Existing CPE workstations, server, and related ancillary devices

The Contractor Field Engineers will work with the Agency's personnel to remove the old decommissioned Call Processing equipment as identified during the project planning. The Contractor Field Engineers will place decommissioned equipment in an area within the local building designated by the Agency. The Contractor will not remove any cabling.

4. SOLUTION DESIGN

4.1 VESTA Map Local Premium

VESTA Map Local works with VESTA 9-1-1 to form a superior 9-1-1 call taking and 9-1-1 GIS mapping solution. Map displays will be on separate monitor for full-size rendition.



The VESTA Map Local will be intergrated to the VESTA 9-1-1 solution as described below.

4.2 VESTA 9-1-1

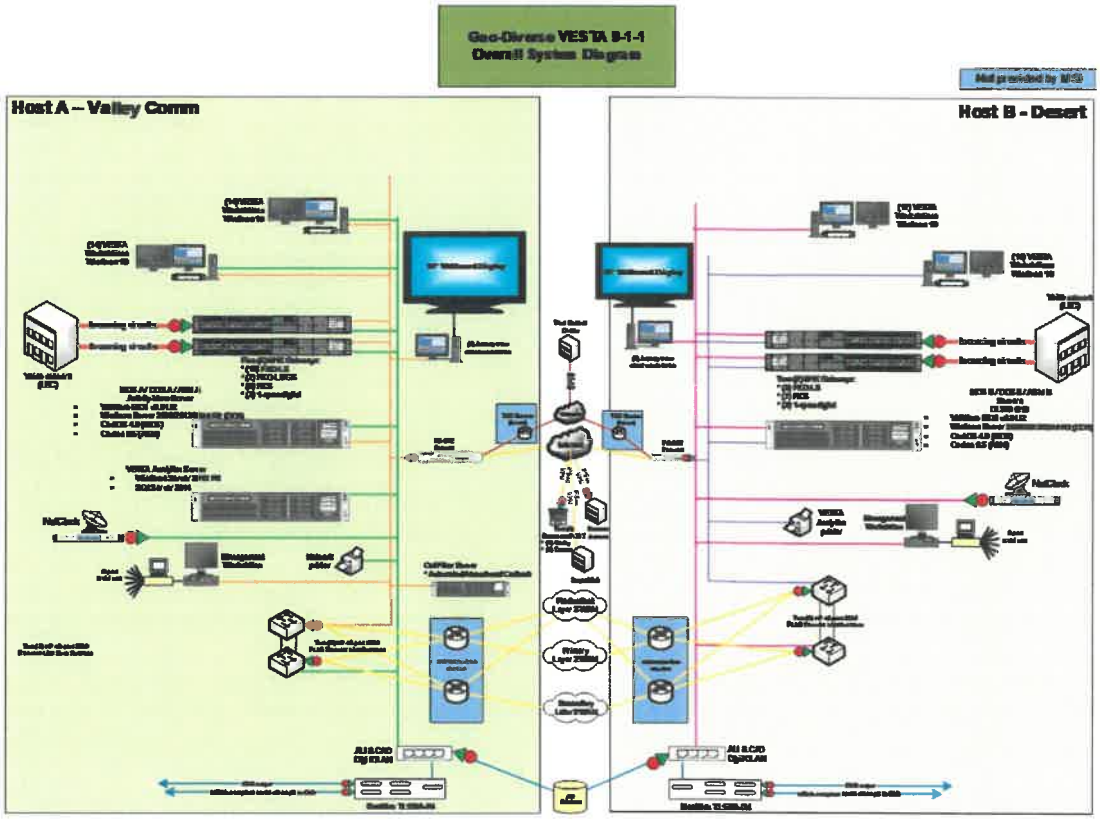
The VESTA 9-1-1 call-taking solution is a robust NextGen emergency call processing solution that provides voice management and Location Information (LI) retrieval for Public Safety Answering Points (PSAPs). The VESTA 9-1-1 Call-taking Solution is designed for critical call centers seeking individual line appearances to advanced ACD with the reliability provided by a fully redundant Geo-Diverse system. It delivers rich fully integrated Location Information (LI) and wireless location of 9-1-1 callers, plus administrative call processing from a high-reliability platform.

The VESTA 9-1-1 Call-taking Solution is a NextGen controller that provides voice management and data Location Information (LI) retrieval. It is a fully-featured, IP enabled incident response system addressing NextGen and PBX requirements of PSAPs and other public and private safety organizations, and it offers redundancy and flexibility with integrated call-handling, providing a full suite of Call Management features for NextGen and administrative calling.

The VESTA 9-1-1 Call-taking Solution is an engineered solution which supports the VESTA 9-1-1 CTI application with a highly configurable user interface.

4.3 HOSTED SYSTEM CONFIGURATION

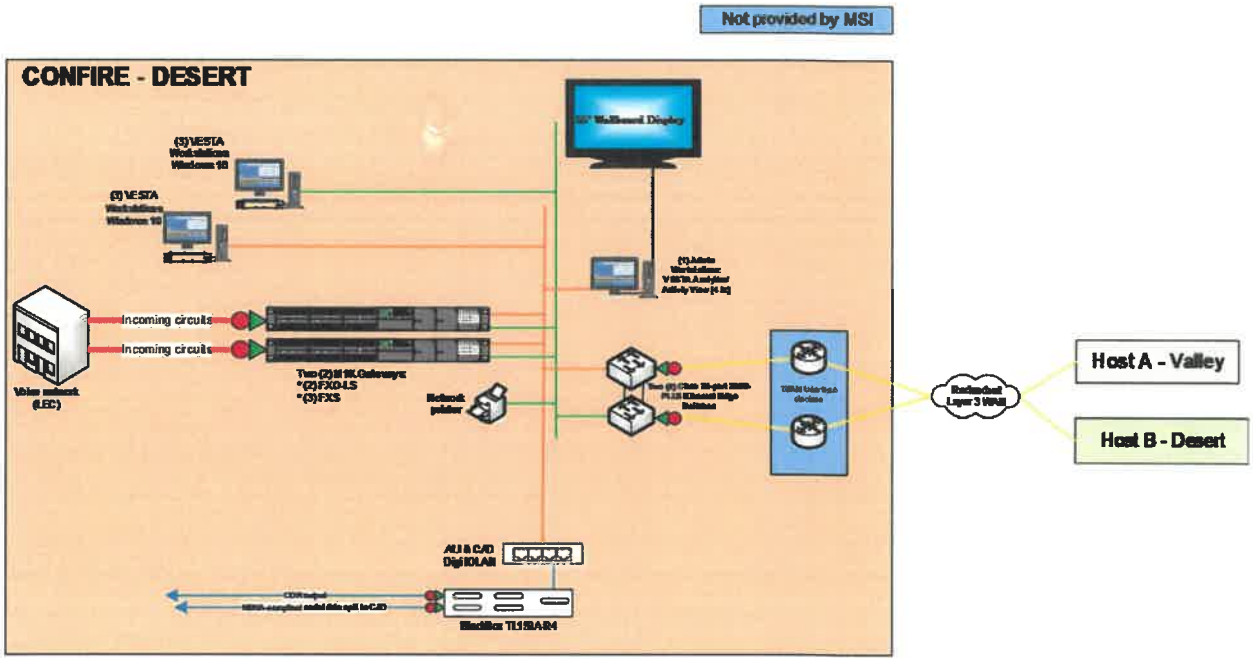
Vesta Solutions VESTA 9-1-1 Solution includes redundant switches that provide connectivity to two Vesta 911servers, call taker positions, telephony gateways, Net clock and logging recorders. (See picture # 1)



Picture # 1

In the above configuration the A and B servers reside in two geographically different locations. Every critical system element is duplicated and housed at each of the server locations in order to provide the dependability and resilience required for the 9-1-1 system operation. The main system elements are connected via a Wide Area Network (WAN) – provided by others. It's Vesta Solutions' recommendation that the connectivity between main host sites be dual redundant layer 2 connections.

VESTA 9-1-1
CONFIRE DESERT Remote
System Diagram



Picture # 2

The above picture depicts a typical remote site configuration. Each of the remote sites connects to the main server sites via dual redundant layer 3 connections. Layer 3 and network equipment is provided by others.

Below is a description of each element included with the VESTA 9-1-1 system:

4.3.1 Network Requirements

4.3.1.1 Host to Host Network – will reuse current host to host network

4.3.1.2 Host to Remote Network Requirements - will reuse current remote network

4.3.2 Network switches

Cisco 48 port network switches are included. Network switches may be either standard or Power over Ethernet (PoE) versions, depending on the configuration required.

4.3.3 Media Distribution Services (MDS) Server

The VESTA 9-1-1 MDS are the software-based call-processing component of the VESTA 9-1-1 solution. The software extends telephony features and functions to packet telephony network devices such as VESTA 9-1-1 Workstations and IP phones. MDS servers provide the following feature/functionality:

- Support for 9-1-1 and Admin queues
- ACD schemes (Longest idle, Ring all, Circular and Linear)
- Conferencing, transfer, and call overflow capabilities
- Administrative phone features and services
- Auto attendant features
- Voice mail

MDS servers are always implemented in pairs and operate in an Active/Standby mode.

4.3.4 Data Distribution Services (DDS) Server

The VESTA 9-1-1 DDS provides advanced 9-1-1 call data handling and system monitoring services. DDS servers provide the following feature/functionality:

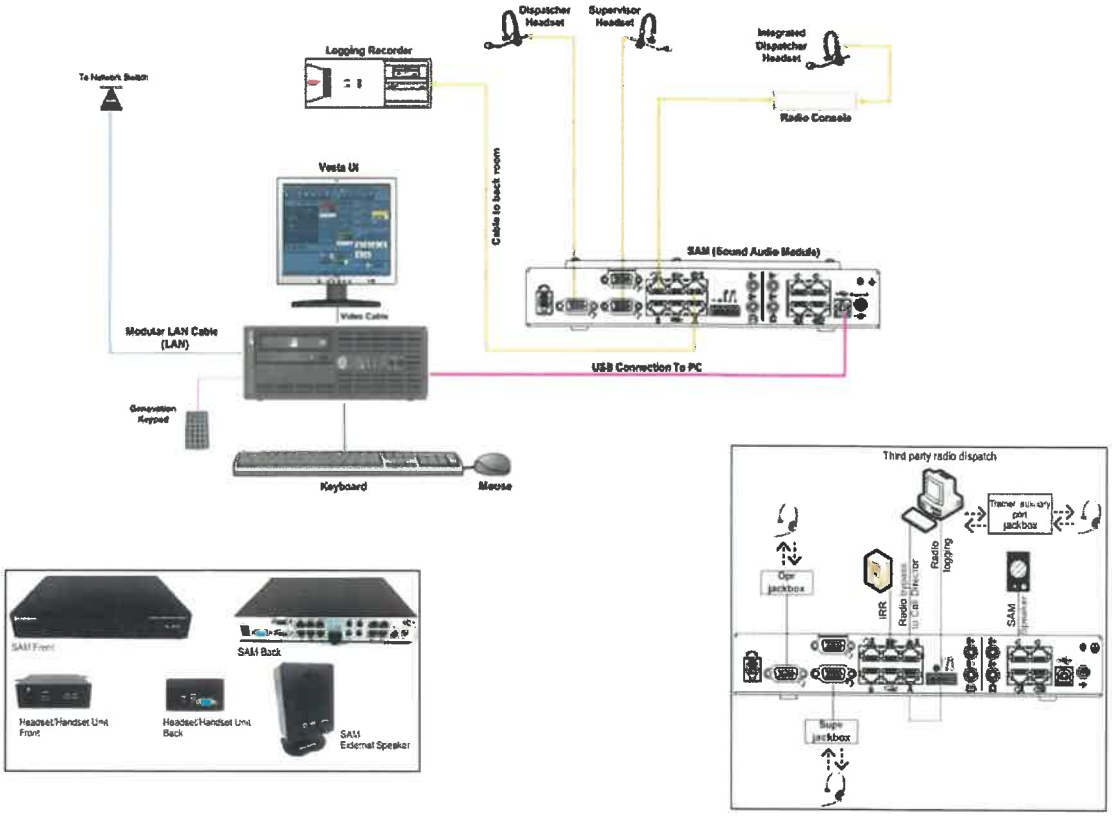
- Retrieve and extract ALI from ALI databases, perform ALI rebids
- Interfaces to CAD (Computer Aided Dispatch) systems
- Manages the transfer of call details to remote agencies

- System activity events and logs for tracking, alarming and historical reporting
- Management of overall system resources
- A client applications software distribution mechanism for VESTA 9-1-1 workstations, VESTA™ Analytics MIS solution, and Activity View management application
- Real-time CDR (Call Detail Record) printing

4.3.5 Call-Taker/Dispatch Positions

These positions are Contractor provided HP workstations and include: (1) Genovation keypad, (1) Sound Arbitration Module (SAM), (1) VESTA 9-1-1 & CDR software/license, (1) Dual Telephony and Radio IRR software/license. (See picture #3)

VESTA 9-1-1 Workstation Configuration



Picture # 3

4.3.6 Mediant 1000 (M1K) Gateways

The VESTA 9-1-1 solution supports various gateways to interface to traditional (non-IP) telephone systems. Gateways convert non-VoIP circuits to standard, SIP-based VoIP.

Mediant 1000 gateway chassis provides six expansion slots, which can be equipped with any combination of FXO, FXS and/or T1/PRI interface modules. The Mediant 1000 chassis is also equipped with redundant power supplies and dual network interfaces (NICs).

The following features and circuit types are supported on these gateways:

- Interface to 2-wire analog CAMA 9-1-1 trunks
- Interface to 2-wire loop start administrative lines
- Interface to 2-wire ground-start administrative lines (requires GS FXO module)
- Interface to either dry- or wet ring-down lines
- Interface to standard T1/E1 circuits
- Interface to standard ISDN-PRI circuits
- Web-based GUI for configuration and management

4.4 ALI

ALI data circuits are normally provided via two geographic diverse 56K Data circuits (DSO). They carry the Automatic Location Identification (ALI) data that terminates in the Contractor provided router, which is connected via RS-232c cables to the 911 equipment servers. (One for the A side server and one for the B side server)

4.5 Logging Recorders

The VESTA system has the ability to provide an analog logging recorder interface at the Workstation level for each position (at the SAM unit) and/or an open IP span port. The Customer provided logging recorders and existing cabling will be used. In the near future, San Bernardino Sheriff will be purchasing an IP recorder.

VESTA Analytics -

The VESTA Analytics MIS solution will collect call events from the call taking platform for reporting. The data will be stored locally on the VESTA Analytics server and may be accessed by a networked attached browser (after the user is authenticated). Remote users may also access the VESTA Analytics data provided a firewall is installed and the site allows remote access.

The VESTA Analytics solution allows the call center management team to retrieve call information for incident analysis, identify trends to improve performance and improve crisis management capabilities through timely decision-making. The VESTA Analytics solution automatically associates related events, simplifying incident reconstruction, organization, searching and archiving.

The previous Analytics server will be used for archival information from the old VESTA. The VESTA 9-1-1 system provides a CDR output to ECaTs for each of the PSAP's statistics collection and reporting.

4.6 Activity View

Activity View contains statistical and current data for queues, calls, lines and agent activity in the VESTA 9-1-1 solution. Activity View can also be used to monitor system health of the VESTA 9-1-1 and displays system diagnostics. Activity View supports a wall mounted display panel and can be customized to provide specific data on the VESTA 9-1-1 system.

4.7 UPS

The Agency shall provide UPS power to all installed VESTA 9-1-1 equipment.

4.8 Printer

A network Laser Jet printer(s) is included in this solution which will be installed in a location(s) designated by the Agency.

4.9 GATEWAYS DESCRIPTION

The proposed location/layout of the new VESTA 9-1-1 equipment is identified in the drawing in Appendix B(below). Contractor will work with Agency to identify an alternate location for the equipment, if needed, and a strategy for any space issues.

The following interfaces will be terminated on the VESTA 9-1-1 solution:

4.9.1 911 CAMA Trunks

CAMA trunks are connected to VESTA via the Foreign Exchange Subscriber (FXS) modules. Each FXS module supports 4 x 2-wire circuits and they are installed in the M1K gateways.

4.9.2 10 Digit Emergency Lines

These telephone lines are used by hearing and speech disabilities using Video Relay Service (VRS) or Internet Protocol Relay (IP Relay). These telephone line circuits are connected to VESTA via the Foreign Exchange Office (FXO) modules. Each FXO module supports 4 x 2-wire circuits and they are installed in the M1K gateways.

4.9.3 Administrative Telephone Lines

These telephone lines can be in the form of 2-wire analog loop start, T1/ISDN PRI and 2-wire ring down circuits. For a 2-wire analog loop start circuit an FXO module will be provided in the gateway. Similarly, for ring-down circuits the FXO or FXS modules will be used depending on which equipment provides the battery (most of the time the Telco equipment provides it.)

4.10 System Programming Description

The system will be configured with a login ID for each VESTA 9-1-1 User (Call taker, Dispatcher, Supervisor, and Administrator). The Supervisors and Administrators will have all the capabilities that the call takers/dispatchers have as well as additional capabilities requested by the Agency.

The "master" auto dial list will be assigned to the user log in ID 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 for ACD (Automatic Call Distribution). Queues, associated lines, priorities, and call flow will be designed during a call flow meeting, scheduled to occur post sale and before the system is staged at the manufacturer.

The system programming requirements will be determined during the call flow process with the agency, requirements may be changed at the request of the Agency during the Installation process, which may result in a change order, using the defined Change Order Process.

4.11 Interface to CAD, Radio and Net Clock

4.11.1 CAD

The VESTA 9-1-1 system provides a CAD interface (NENA standard) on a Black Box serial data unit that allows other system devices to interface with emergency call information. It will provide the retrieved ANI/ALI for an emergency call, as well as the answering position identification on an ASCII RS-232C port. The demarcation point for the Agency CAD interface is the designated port of the Black Box unit in the equipment room.

4.11.2 Radio

In order to ensure proper audio functionality at each call taker position and facilitate audio connectivity with third party audio devices at the Agency location the system design includes a Sound Arbitration Module (SAM). The SAM 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 SAM is installed at every VESTA workstation. Contractor Field Engineers will work with the agency's radio vendor to balance audio (telephony and radio) levels.

4.11.3 Net clock

To ensure the consistency of time stamps on event records and reports, the VESTA 9-1-1 system synchronizes its internal clocks to an agency provided master clock in a call center. The call center master clock is traceable to Coordinated Universal Time (UTC) with continuous accuracy of 0.1 seconds relative to the UTC time source. If the master clock becomes unlocked from the external UTC source and must "free run", the error accumulation does not exceed more than one second per day. Time codes can be provided via an RS-232 serial IRIG (Inter Range Instrumentation Group) or an Ethernet 10/100 Base-T interface. The system uses the Ethernet 10/100 Base-T interface with Network Time Protocol (NTP) v4.

4.12 Building Modifications

All building modifications are the responsibility of the *Agency*. The Contractor Project Manager will work closely with the Agency to determine proper timeline coordination for a smooth system implementation.

5. CHANGE ORDER PROCESS

Consistent with the terms and conditions of the MPA, the Agency and the Contractor may execute written change orders, as mutually agreed upon, that will become part of the final Purchase Order. All change orders must be pre-approved by the California Office of Emergency Services, CA 9-1-1 Branch. All change orders must be reviewed and approved by the Department of Technology, Statewide Technology Procurement Division.

The Contractor's Project Manager will oversee the initial change management responsibilities related to project scope and schedule. The Contractor will use a change management process. Information about changes in PSAP requirements, new service requests, and any other source of change, will be tracked by the Project Manager.

The Agency may at any time, by written notification, submit a change order to the Contractor Project Manager. 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 propose a change order involving additions, deletions, or revisions to the work, or any obligations imposed upon the Parties under this agreement. Contractor'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 Change Order Request)***.

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.

Throughout this process, the Contractor Project Manager is responsible for ensuring the management process is followed, and that the, who, what, where, when, and why of the proposed change, and the details associated with the review, approval and execution process, are captured. This includes:

- Documenting all change requests.
- Assessing the impact, cost, benefit.
- Assessing the risk to the project by implementing the proposed changes.
- Obtaining Change Management Request (CMR) approval from the Customer Name.
- Managing and co-coordinating change implementation.

- Monitoring and reporting on implementation.
- Documenting the proposed changes.
- Closing change requests.

6. SYSTEM ACCEPTANCE

6.1 Acceptance Testing

The Contractor will issue a certificate of system readiness to the PSAP when equipment and software are installed and ready for acceptance testing. Final system acceptance for this Scope of Work will occur when the standards of performance of the State contract (State of California Contract Name) have been met. 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 VESTA 9-1-1 Solution and Services fails to meet the standards of performance, then the 240 hour system acceptance period will re-start following correction of the problem.

Upon the successful completion of the 240 consecutive hours of operation following the cutover date and within five (5) business days, the PSAP shall execute the System Acceptance and Authorization Checklist (**Appendix F *Agency Acceptance Test Plan***) and provide copies to the Contractor and the CA 9-1-1 Branch.

6.2 Moves, Adds & Changes (MACs)

The Contractor shall provide routine MACs as requested by the Agency. MACs refers to changes in system application configurations to facilitate PSAP operations or moving equipment from one location to another in the same facility and adding additional equipment to completed installations. When performing MACs, the Contractor will not bill for travel time to and from the Agency or preparation time, only the time spent actually performing the MACs. There shall be a one (1) hour minimum charge for all MACs.

The Agency will request routine MACs using the provided toll-free number and the customer Web Portal. The Contractor will perform remote (off-site) MACs for those changes which do not directly impact (requiring a restart of services or devices) the VESTA 9-1-1 Solution. Anticipated turn-around time to complete remote (off-site) MACs is between three (3) to five (5) business days.

The Contractor will perform on-site MACs for requests which are service impacting (requiring a restart of services or devices) the VESTA 9-1-1 Solution. Anticipated turn-around time to complete on-site MACs is dependent upon the Agency change control window requirements. Typical completion is within five (5) to seven (7) business days.

7. PROJECT COMMUNICATION

The Contractor Project Manager will take the lead role in ensuring effective communications on this project. The initial communications requirements are documented in the Communications Matrix below. The Communications Matrix will be updated and approved during the Project Kickoff Meeting. It will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

Communications Matrix						
Communication Type	Description	Frequency	Format	Participants/ Distribution	Deliverable	Owner
Project Kickoff Meeting/Call Flow Meeting	Kickoff meeting for the project	Once	In Person	Project Sponsor, Project Team other stakeholders	Communications Plan, Roles and Responsibility matrix, Meeting & Reporting Plan	Contractor Project Manager
Weekly Status Report	Email summary of project status	As agreed by all parties	Email	Project Sponsor, Project Team and other stakeholders	Status Report	Contractor Project Manager
Weekly Project Team Meeting	Meeting to review action register and status	As agreed by all parties	In Person or via WebEx	Project Team	Updated Action Register	Contractor Project Manager
Technical Design Review	Review of any technical designs or work associated with the project	As Needed	In Person or via WebEx	Project Team	Technical Design Package	Functional Project Managers

A project team directory template is also included to provide contact information for all Project members directly involved in the project and will be updated following the initial meetings with the Agency after the contract award. The plan will be updated throughout the life of the project as communication requirements change.

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MOTOROLA SOLUTIONS

Project Name Contact List				
Contact Name	Title / Role	Office Telephone	Cell Phone	Email Address
Joe Torres	Sr. Account Manager		619-248-5327	Joe.Torres@motorolasolutions.com
Anthony Signorelli	Sr. Solution Engineer	(951) 551-0129	(951) 551-0129	Anthony.signorelli@motorolasolutions.com
David Cornwall	Post Sale Engineer	(602) 206-6134	(602) 206-6134	David.cornwall@motorolasolutions.com

8. PROJECT SCOPE

8.1 Description of Services

The Contractor will perform the services and activities described below. These services, activities, and responsibilities characterize the full set of installation deliverables for this project and, thus constitute a working agreement between the Contractor and the Agency.

8.1.1 Contractor Project Management

The Contractor's project management services streamline communications and maximize results during system deployments. The Contractor's Project Manager serves as a single point of contact and primary project facilitator for all related issues during the implementation period through solution acceptance. Following system acceptance (Section 6.1) the Contractor's Project Manager close the project and the system will transition to Service Management (see section 13.4). The Contractor's Project Manager will be responsible for the following:

- Work with Agency to review solution requirements and expectations.
- Work with Agency to develop implementation strategy and time line.
- Work with Agency to schedule call flow meeting.
- Coordinate and conduct the call flow meeting.
- With Agency Letter of Agency, work with agency in making all necessary contacts and arrangements with the 9-1-1 service providers, and 9-1-1 database providers. If the Agency does not provide a Letter of Agency then the Agency will assume aforementioned responsibilities.
- Schedule and conduct regular project meetings.
- Monitor, track and communicate hardware staging and shipping status.
- Assume primary responsibility to identify, coordinate, schedule and ensure completion of overall project tasks.
- Schedule Contractor resources.
- Monitor and manage all Contractor activities.
- Monitor and track all Agency tasks, including but not limited to, the Site Readiness Checklist (Appendix A).
- Document and communicate project progress (Appendix G. *Monthly Service Level Agreement (SLA) Compliance Report*).
- Deliver a certificate of system readiness when the service is ready for acceptance testing (Appendix H. *Certificate of System Readiness*).
- Manage and document cutover planning.
- Assume primary responsibility for cutover coordination and support.

- Provide primary, post cutover issue documentation and resolution support.
- Conduct Post cutover evaluation and transition to ongoing support.
- Facilitate Project closure.

Please reference the Task and Responsibility Matrix (Section 10) included in this document for additional detail regarding specific project management tasks.

8.1.2 Contractor Field Engineering

The Contractor's Field Engineering Department is committed to providing exemplary field services by assisting in the creation, implementation and maintenance of PSAP's throughout the world. Our goal is to exceed the needs and expectations of our customers with effectiveness and efficiency while maintaining Vesta Solutions' Core Values.

The Contractor will provide qualified Field Engineers to support the Agency in the implementation and cut-over of the VESTA 9-1-1 Solution. The Contractor provided post-cutover technician will assist in the implementation, testing and cutover with the Field Engineering team. At the discretion of the Agency, the Agency may allocate a VESTA 9-1-1 factory trained technician(s) who may assist with the implementation in order to gain experience with the solution being implemented.

Contractor Field Engineer services may be performed both on site and remotely. The Contractor's Project Manager will schedule resources to best meet the needs of the Agency and the project schedule.

The following outlines high level Field Engineering steps required to bring the VESTA 9-1-1 Solution into service. Additional detail will be communicated as part of project status reports during project meetings:

- Unpack the equipment and facilitate the return and replacement of any damaged equipment.
- Install rack or cabinet in the appropriate pre-determined location
- Bolt to floor, mount to wall bracing, and/or properly secure rack/cabinet
- Physical installation of all new VESTA 9-1-1 Solution Servers at the Agency Host Sites
- Physical installation of all new Contractor provided gateways at the Agency Host and Remote sites.
- Physical installation of any Contractor provided network equipment required: switches, routers, etc. and associated cabling provided by Contractor.
- Physical installation of all new Contractor provided workstations and associated components at the Agency sites.

- Physical installation of all new Contractor provided peripheral devices at the Agency sites.
- Configure the system as documented in the Post Sales Design Document. This includes, but is not limited to:
  - Configuration of Host Servers, Ethernet switches and Audio Codes gateways.
  - Configuration of workstations
- Configure VESTA 9-1-1 Solution, Vesta Analytics and Activity View
- Verification of the data spills for ALI spills to CAD, recorder, Mapping if required by the Agency; the verification will be performed at point of demarcation.
- Install most current approved software versions and hot fixes
- Perform Site Verification testing and provide documented test results via Site Verification Checklist
- Work with Contractor Technical Support Group to resolve any pre-cutover VESTA 9-1-1 Solution and services issues.
- Technical lead for the VESTA 9-1-1 Solution cutover
- Provide post cutover support. Contractor FE will remain available for 48 hours to work with Agency in resolving any issues that arise.
- Provide required As-Built Documentation.

Additional FE related tasks are included in the Task and Responsibility Matrix included later in this document.

8.1.3 Contractor Implementation Deliverables

Deliverable Information		
Deliverable	**Description**	**Contractor Owner**
Planning Documents		
Solution Overview	Summarizes the proposed solution.	Solutions Engineer (SE)
Bandwidth Estimates	Documents the estimated bandwidth requirements to ensure reliable and fault tolerant performance of the VESTA 9-1-1 solution and ancillary products (i.e. VESTA Analytics).	SE
Gantt Chart	Details tasks and project timelines, dependencies and task ownership	Project Manager (PM)

Deliverable Information		
Deliverable	Description	Contractor Owner
Communications Operations Floor Plan	Provide a floor plan of the Communications Operations room showing the location of each item of equipment and detailing the current electrical power, common ground and environmental control facilities	SE
Site Survey Findings	Document on the adequacy of the PSAP's facility, including but not limited to, the adequacy of the furniture, lighting, floor plan, environmental control, cabling, demarcation room and equipment room to support the installation of the VESTA 9-1-1 Solution	SE
Equipment Room Floor Plan	Provide a floor plan of the equipment room showing the location of each item of back-room equipment and detailing the current electrical power and environmental control facilities	SE
Pre-installation checklist	Pre-installation checklist to insure that the Agency has met all installation obligations prior to the Contractor installing the equipment	SE
Certification of Site Readiness	Written certification that the modifications detailed on the pre-installation checklist have been completed in accordance with the Contractor's requirements.	PM
Site/System Diagram(s)	Diagrams all VESTA 9-1-1 Solution components and interconnections.	SE
Post Sale Document	Documents the final VESTA 9-1-1 Solution configuration to be used by staging when pre-building the VESTA 9-1-1 Solution and services prior to shipment.	SE
Call Flow Agenda and Requirements	Outlines the responsibilities and expectations of the call flow meeting.	PM
Certificate of System Readiness	Notice that the Agency VESTA 9-1-1 Solution and Services are installed, tested and ready for Cutover and Acceptance Testing	PM
Monthly SLA Compliance Report	Documents status of milestone delivery and variance from base lined schedule.	PM
Cutover and Activation Plan	Provides a clear understanding of the cutover activities including: prerequisites, resources, tasks and schedule expected during the cutover.	PM
Post Cutover Documentation		

Deliverable Information		
Deliverable	Description	Contractor Owner
Site Verification Checklists	Contains all VESTA 9-1-1 Solution feature and functionality tests required to validate VESTA 9-1-1 Solution and Services operation. Completed checklists provide the pass/fail results of the testing.	Field Engineer (FE)
As-Built (updated PSD)	Documents any changes to the VESTA 9-1-1 Solution and Services configuration made from the time of initial staging through the activation and post cutover support.	FE
Site Acceptance Certificate	Serves as the notification to the Agency that the installation and testing of the equipment and services purchased have been completed in compliance with the contract.	PM

8.2 Agency Responsibilities

Agency responsibilities include:

8.2.1 General

- **Provide GIS mapping data to be installed in the VESTA Map Local solution**
- Provide a Project Manager / single point of contact to work with the Contractor PM for the duration of the project.
- Participate in project meetings, including, but not limited to:
  - Project kick-off and call flow meetings
  - Regular project status
  - Cutover planning
- Provide access to building for Contractor and subcontractors.
- Provide conduit and coring of walls.
- Provide adequate power and power outlets and circuit breakers.
- Arrangements for provisioning of all telephone lines required for the Contractor's system, including a line for remote maintenance.
- Provide all radio, CAD, and recorder equipment.
- Provide system and environmental information as documented by Call flow preparation documentation and other Contractor required documentation
- Work with Contractor PM to develop implementation strategy and schedule

- Work with Contractor PM to ensure all aspects of site readiness, including, but not limited to, environmental, network, VPN remote access, and training space are addressed
- Ensure Contractor employees have site access
- Ensure coordination with all applicable 3rd party system vendors including, but not limited to radio, CAD, recorder, mapping, network and PSTN
- Work with Contractor PM for development of test plans, if required, in addition to standard Contractor VESTA 9-1-1 Solution and Services verification testing and documentation
- Participate in Contractor VESTA 9-1-1 Solution and Services verification testing
- Ensure site readiness for training
- Work with Contractor for development of cutover plans
- Work with Contractor to facilitate cutover activities
- Work with Contractor to document and resolve any cutover issues
- Work with Contractor to provide post cutover support
- Engage with Contractor PM for project closure, including sign off on project completion Certificate of Acceptance, once project completion criteria have been completed
- Provide adequate working space, including heat, light, ventilation, electrical current and outlets, for the use of the Contractor's maintenance personnel at the time maintenance is being performed. These facilities shall be within a reasonable distance of the equipment to be serviced and shall be provided at no charge to the Contractor.
- Provide a DSL or other high speed internet connection to allow contractor remote access to the VESTA 9-1-1 system(s).

8.2.2 Equipment Room

- Provide locked limited access to the equipment room.
- Provide adequate backboard/space on backboard
- Provide 2 dedicated 20-amp circuits (NEMA L5-20R) for the 9-1-1 equipment.
- Furnish HVAC equipment that will keep the backroom temperature and humidity levels of 72 degrees F+/- 5 and less than 50% relative humidity.
- Ground source
- UPS

8.2.3 Dispatch Room

- Furniture selected by *Agency* is compatible with, or will be modified by the *Agency* to be compatible with, the selected VESTA 9-1-1 Solution equipment.
- Furnish/verify that each VESTA 9-1-1 dispatch position has one 15/20 amp breaker circuit (NEMA 5-15/20R) 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.
- UPS

More detailed information regarding specific Agency responsibilities in included in the Task and Responsibility Matrix included later in this document.

9. ASSUMPTIONS

- All equipment, materials, and services in quote DIR77567E are purchased.
- No additional materials or services are purchased beyond those quoted in DIR77567E. **(The main VESTA, SMS, and MIS will be funded separately and covered on separate SOWs. MIS & Mapping will be installed at the same time as the new VESTA). SMS will follow when authorized by Agency.**
- Agency will adhere to all agreements and expectations therefore producing their deliverables in a manner consistent with the scope of this document.
- Agency will assume all primary responsibility and accountability for any resources beyond those provided by Contractor
- The timeline established by Agency is reasonable and achievable.
- If desired, Agency installation technicians that have completed the Contractor Installation and Maintenance course for the sold products may assist the FE's in the installation process.
- Equipment and material will be available in accordance with the project schedule.
- All project scope changes will be negotiated using the Change Control Procedure as defined in this document.
- All parties will complete deliverables on or before the assigned due date.
- Resources and staffing, sufficient to meet the obligations herein this document, are committed for the duration of the project.
- All non-disruptive installation labor will be performed during normal business hours unless specifically agreed by all parties in advance. Any service impacting work will be scheduled at mutually agreed periods in an effort to minimize impact. Agency is responsible for developing any emergency communications plan during outages.
- Exact scheduling will be determined and agreed with all parties, however installation is assumed to occur during a continuous period until completed. Changes to or delay of this schedule (once determined) may result in additional labor and/or Project Management costs, added via the Change Order Process.
- Travel will not be made outside of the designated travel days; Mondays and Fridays, unless approved at least 2 weeks in advance by the appropriate business unit manager.
- No alterations to the training agenda will be made unless approved and documented by the Training Program Modification Waiver.
- Training will not extend beyond 8 hours in a given day and/or scheduled outside of the normal training window; 8am-5pm. If alternate hours are required by Agency, this will be addressed in the project planning meetings

- The Contractor's Project Manager will work with Agency to develop precise milestones for installation, testing, training and cutover. The Contractor's Project Manager will schedule all Contractor resources during the project planning phase. Any subsequent changes to critical milestone dates, once agreed to and scheduled, may result in unavailability of resources and project delays.

10. TASK AND RESPONSIBILITY MATRIX

The following RACI matrix provides clear delineation of roles and responsibilities.

- Responsible (also Recommender)
  - Those who do the work or provide support to achieve the task.
- Accountable (also Approver or final approving authority)
  - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible. The Accountable party can be the party responsible for the work
- Consulted (sometimes Consultant or counsel)
  - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication.
- Informed (also Informee)
  - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication

Further details into specific responsibilities within each function are outlined in Sections 4 through 8 and documented in Attachments A-D.

RACI Matrix			
#	Tasks	Agency	Contractor
1.00	Project Management		
1.01	Assume primary responsibility for all aspects of project management	C	A
1.02	Coordinate all communication	R	A
1.03	Provide secondary project management in support of the primary project manager	A	C
1.04	Schedule and chair kick-off meeting, confirm roles and responsibilities	C	A
1.05	Ensure all information detailed in call flow pre-requisite documents are available 2 weeks prior to call flow meeting	A	C
1.06	Provide Trunk, Line and Circuit inventory to Contractor	A	C
1.07	Schedule and coordinate call flow meetings	R	A
1.08	Conduct call flow meeting	R	A
1.09	Develop and maintain Master Project Schedule	C	A
1.10	Schedule and conduct regular project status meetings	C	A
1.11	Provide meeting minutes from project status meetings	C	A
1.12	Participate in project status meetings	R	A
1.13	Ensure all trunks/lines/circuits ordered (including but not limited to 911 trunks, ALI circuits, admin and non-	A	C

RACI Matrix			
#	Tasks	Agency	Contractor
	emergency lines, PBX tie-lines and temporary training circuits)		
1.14	Manage Carrier/ESINet requirements	A	C
1.15	Design and order WAN facilities	A	C
1.16	Manage provisioning of WAN network and configuration of edge Routers between Host Sites	A	C
1.17	Track Contractor shipping dates and details	I	A
1.18	Track, manage and control change requests	R	A
1.19	Manage Contractor resources		A
1.20	Manage Agency resources	A	
1.21	Manage Agency 3rd party vendors (i.e. Logging Recorder, CAD Vendor, Radio Vendor, WAN provider)	A	
1.22	Provide progress reports on the VESTA 9-1-1 Solution and Services deployment	I	A
1.23	Research, investigate and resolve contractual issues	C	A
1.24	Ensure site readiness as documented in the pre-installation checklist	R	A
1.25	Provide Certification of Site Readiness	C	A
1.26	Ensure the correct purchased versions and latest patches or SPs of each VESTA product are installed		A
1.27	Provide a certificate of system readiness to the PSAP when equipment and software are installed and ready for acceptance testing		A
1.28	Develop and review test plan in addition to Contractor site verification testing	R	A
1.29	Document and distribute test plan results	I	A
1.30	Develop and distribute cutover plan	R	A
1.31	Manage Cutover and on-site post cutover support	R	A
1.32	Develop and maintain a punch list of issues until all issues are resolved	C	A
1.33	Manage transition of site support and solution expertise	C	A
1.34	Ensure Technical Support process in place (case handling)	R	A
1.35	Provide As-Built documentation for Contractor deliverables	I	A
1.36	Provide As-Built documentation for Agency deliverables	A	C
1.37	Obtain project Sign-off	R	A
2.00	**Technical Solution Engineering**		
2.01	Conduct Site Survey to review and document the adequacy of the PSAP's facility, including but not limited to, the adequacy of the furniture, lighting, floor plan, environmental control, cabling, demarcation room and equipment room to support the installation of the VESTA 9-1-1 Solution and Services	C	A

RACI Matrix			
#	Tasks	Agency	Contractor
2.02	Provide required site/operational information for call flow design meetings such as lines, trunks, dial plan info	A	
2.03	Determine operational Call flows to be implemented	R	A
2.04	Develop technical solution	C	A
2.05	Provide IP networking Guide and review with Agency WAN design team	I	A
2.06	Determine WAN design	A	C
2.07	Provide support for WAN design	A	C
2.08	Test WAN for QoS adherence to Contractor specifications	A	C
2.09	Write technical solution detail design document	C	A
2.10	Provide support for resolution of technical questions or issues		A
2.11	Identify external 3rd party product interface requirements	R	A
2.10	Ensure the delivered system adheres to the contract	C	A
2.10	Provide ongoing technical design support during implementation		A
2.12	Provide a floor plan of the Communications Operations room showing the location of each item of equipment and detailing the current electrical power, common ground and environmental control facilities	C	A
2.12	Provide a floor plan of the equipment room showing the location of each item of back-room equipment and detailing the current electrical power and environmental control facilities	C	A
3.00	Contractor Field Engineering	Site Readiness	
3.01	System grounding must comply with industry standards and good engineering practices with R56 standards. Conduct a "comprehensive" grounding review prior to VESTA 9-1-1 Solution and Services installation	C	A
3.02	Make any adjustments/changes to Power, Grounding and HVAC to meet equipment requirements	A	
3.03	Provide new CAT6 (or better) wiring runs from each of the VESTA 9-1-1 workstation positions back to the backroom equipment. Cabling will need to terminate on modular jacks at the workstations and patch panels in the backroom	A	C
3.04	Ensure network cabling for VESTA workstations, including training area, is complete		A
3.05	Receive and inventory all Contractor equipment		A
3.06	Place/Install Racks/Cabinet and secure	C	A
3.07	Install Servers and ancillary devices		A
3.08	Install IDF and punch blocks		A
3.09	Install Contractor Workstations, SAM modules and		A

RACI Matrix			
#	Tasks	Agency	Contractor
	complete all connectivity		
3.10	Verify ALI circuits are installed, connected and operational		A
3.11	Ensure all lines and trunks are connected and operational		A
3.10	Provide NetClock, NetClock antenna and cabling	A	C
3.10	Connect to the NetClock to Agency provided NetClock,	C	A
3.11	Provide VPN for Remote Access	A	C
3.12	Verify VPN and Remote Access is in place. Work with Contractor to establish connectivity between site and Contractor support systems	R	A
3.13	Ensure WAN installed, operational & tested in compliance with Contractor IP Networking Guide and Bandwidth documentation	R	A
3.14	Provide training area	R	A
3.15	Provide all needed facility access as may be required by Contractor FE for configuration and testing	A	C
3.16	Provide work space and internet access for Contractor personnel while on site	A	C
3.17	Review System Acceptance Test (SAT) with Contractor Engineers and signoff when successfully completed	R	A
4.00	**Contractor Field Engineering**	**Pre-Cutover**	
4.01	Configure Contractor provided VESTA Servers, Switches, Gateways and ancillary equipment		A
4.02	Configure workstations		A
4.03	Install, configure and test training position in preparation for training classes at Agency Training Site		A
4.04	Program Genovation keypads		A
4.05	Label Genovation keypads	C	A
4.06	Verify correct handling and call flow for all inbound calls	C	A
4.07	Provide queue announcements (if applicable)	A	C
4.08	Provide complete list of all users, including assigned roles (if using roles based routing)	A	I
4.09	Install latest VESTA software release (SP, HF)		A
4.10	Perform site testing as documented in the System Acceptance Test (SAT). Review SAT with Agency prior to Agency signoff	R	A
4.11	Oversee troubleshooting of any Contractor hardware or software related issues identified during configuration and cutover time frame	C	A
4.12	Ensure resolution of escalated Contractor issues identified during configuration and cutover time frame		A
5.00	**Contractor Field Engineering**	**Activation/Post-Cut**	
5.01	Provide cut over support		A

RACI Matrix			
#	Tasks	Agency	Contractor
5.02	Provide post cut support for defined cutover time frame by Lead Field Engineer		A
5.03	Ensure resolution of any post cut escalated Contractor issues identified during post cutover support time frame and/or transition to technical support	S	A
5.04	Provide updated as built documentation		A
5.05	Provide copy of signed SAT (System Acceptance Test)	S	A
6.00	**Training**		
6.01	Ensure proper Training environment established for User Training at Agency Training Site	R	A
6.02	Schedule users for appropriate training classes and ensure attendance	A	C
6.03	Ship training materials to training site		A
6.04	Conduct VESTA 9-1-1 Admin training at Agency Training Site		A
6.05	Conduct VESTA 9-1-1 user (agent) training at Agency Training Site		A
6.06	Conduct VESTA Analytics Training at Agency Training Site		A
6.07	Conduct Activity View Training at Agency Training Site		A
6.08	Document attendance to the Contractor training sessions		A
6.09	Design and implement user layouts	R	A
6.10	Input system speed dials and contact lists	R	A
6.11	Perform cutover Coaching at Agency Sites		A
6.12			
7.00	**Post Cutover Technical Support**		
7.01	Provide Onsite Support	C	A
7.02	Provide remote Support	C	A
7.03	Provide onsite troubleshooting	R	A
7.04	Provide maintenance support and replacement of Agency provided hardware	R	A
7.05	Provide maintenance support and replacement of Contractor provided hardware		A
7.06	Install software updates		A
7.07	Perform Change Management - Move /Adds/Changes		A
7.08	Perform Preventive Maintenance		A
7.09	Provide Managed Services – Monitoring and Response		A
7.10	Provide Managed Services – Virus Protection		A
7.11	Provide Managed Services – Patch Management		A

11. INSTALLATION SCHEDULE

The Contractor proposes a migration plan that will meet the Agency requirement of system installed and ready-for-use within 180 calendar days After Receipt of Order (ARO) as indicated on the Purchase Order (PO). The following dates are estimates based upon the proposed schedule and order as noted in the RFO. The actual VESTA 9-1-1 Solution and Services installation schedule for the Agency will be mutually agreed upon by the Agency and the Contractor.

Estimated Key milestones

Date	Milestone
6-21-19	Funding Approval for the CA 9-1-1 Branch (TD288)
6-24-19	Equipment Order Date
7-30-19	VESTA 9-1-1 Solution Shipment
8-5-19	Delivery Date
9-5-19	Site Readiness Complete
9-15-19	VESTA 9-1-1 Solution and Services Programming/Design Freeze
10-1-19	Installation Start
10-5-19	Training Start
10-20-19	Pre-Cutover Testing Start
10-25-19	Agency In-Service
11-10-19	Agency Acceptance (TD-284)

This chart is comprised only of major project milestones such as completion of a project phase or gate review. Additional milestones, which are not included on this chart, will be included in the project schedule. If there are any scheduling delays which may impact a milestone or delivery date, the project manager must be notified immediately so proactive measures may be taken to mitigate slips in dates. Any approved changes to these milestones or dates will be communicated to the project team by the project manager.

12. WARRANTY

The Contractor provides a one-year warranty for all equipment, materials, parts, and services against defects in materials and workmanship under normal use. This warranty commences upon the VESTA 9-1-1 Solution and Services Acceptance. To the extent the original equipment manufacturer ("OEM") is other than the Contractor, and the OEM provides a warranty period greater than one year from VESTA 9-1-1 Solution and Services Acceptance, the Contractor shall pass through the additional warranty period and terms to the Agency to the extent permitted by the OEM.

Upon expiration of the warranty period, the initial four (4) year extended hardware support term commences (the "Extended Hardware Support Term"). Upon expiration of the Extended Hardware Support Term, the Agency may renew the Support Term annually (1 year terms) for another 1 year ("Optional Extended Support").

13. MAINTENANCE PLAN

13.1 Introduction – Serving Our Customer's Needs

At Vesta Solutions, we understand the importance of providing a Service and Support Plan that enhances our customer's ability to maximize the efficient and effective operation of their Public Safety Answering Points (PSAPs) while maintaining system performance and reliability.

We tailor our Service and Support Plans to support the individual needs of our customers. We do this by leveraging our Service Management team who is focused on the servicing of your VESTA 9-1-1 Solution and Services so you can focus on the operations. Our Service Manager will maintain close communications with State of California Agency (Agency) to continually monitor and assess our services at all stages and adapt to meet your needs where necessary.

Our goal is to build a service relationship you can trust and count on to grow with your needs and the demands of Next Generation 9-1-1 emerging technologies.

13.2 Summary of Services and Support

The Contractor catalog of services includes many service levels which can be utilized by the PSAP. We have identified those services we feel best support the AGENCY requirements, with additional services being available over the service life-cycle of your VESTA 9-1-1 Solution.

The structure of our approach is based on a three layer focus:

- Service Management
  - Service Desk
  - Service Manager
  - Spares Management
  - Web Portal
- On-Site Services
  - On-Site Technician Services
  - Hardware Support
  - Software Support
  - Preventive Maintenance Support
- Managed Services
  - Monitoring of the VESTA 9-1-1 Solution and Services
  - Antivirus
  - Patch Management

  - The Contractor has additional optional services available which the Agency may be interested in reviewing in more detail.
- Service Management
  - Originating Service Provider (OSP) Interface
    - Under Letter of Agency from the PSAP, The Contractor can provide management of Critical, Major, and Minor activities related to OSP's.

13.3 Communication: The Key to Effective Service

At Vesta Solutions, we believe that open communication with our customers is the key to effective service and relationship building. Regular and on-going dialog is vital to our understanding your needs and enables us to effectively and efficiently deliver our three layer approach to service.

The success of our three layer approach is based on all three areas working in conjunction with each other to provide a consistent service for you and your VESTA 9-1-1 Solution and Services. The Service Desk is the primary means for reporting service requests, as well as coordination of any change requests.

While our Service Desk provides the day-to-day operational communications, your Service Manager is available for your higher level engagements during trouble resolution and project implementation. Our Service Manager is fully engaged with our Managed Services, Technical Support, and Project Implementation teams. This is to provide you, our customer, assessments, and scheduled reviews to ensure our service continues to meet your needs and evolves as needed.

13.4 Service Management Descriptions

13.4.1 Service Desk

The Contractor Service Desk manages all incidents to include ticket handling, escalations, and notifications. The Service Desk is staffed with knowledgeable support personnel trained in the discipline, products, and solutions installed at your site. Our Service Desk personnel have the ability to remotely troubleshoot incidents to fully understand what is being reported. Contractor categorizes incidents as Critical, Major, or Minor.

- The user is able to contact the Service Desk via a dedicated toll-free number or the Customer Web Portal in order to report an incident, to inquire on the status of an incident, or place a MAC request.
- The Service Desk can be reached 24/7 to assist with your service needs via:

  - Telephone: 844.373.6427
  - MyVESTA® Services web portal
  - Email: VestaNSOC@MotorolaSolutions.com
- NOTE: Critical and high priority incidents are not to be reported via email or the MyVESTA® Services web portal.
- The Service Desk will receive, classify, and document all the user requests for service.
- After receiving the incident reported, the Service Desk will supply the caller a case number for reference.
- The Service Desk will prioritize user service requests and implement appropriate engagement processes to facilitate resolution.
- The Service Desk will provide updates to the PSAP management/users on the progress and resolution of requests for service.
- The Service Desk will engage the next level of management to ensure timely problem resolution.

13.4.2 Service Manager

The Contractor's Service Manager is designated to the Agency as a contact to work with you, our customer, and your Originating Service Providers (OSP) to develop and manage all aspects of your contracted services.

- Your Service Manager will work with our Service Desk and oversee the delivery of services to the Agency and ensure contractual service levels are maintained.
- Working with the Agency and our Service Desk, The Contractor's Service Manager establishes and refines policies and procedures to ensure high service performance is consistently delivered.
- Your Service Manager proactively manages the VESTA 9-1-1 Solution and Services and product life-cycle of the equipment supplying information regarding upgrade and updates.
- Serves as the Point of Contact when normal troubleshooting efforts are not successful.
- Engages the appropriate resources, teams, and individuals to troubleshoot and facilitate the resolution of complex service issues.
- Serves as the liaison between the Agency and our internal departments for escalated issues.
- Provides timely and frequent informational updates about progress towards resolving issues.
- Ensures service and performance quality of the VESTA 9-1-1 Solution and Services.

13.4.3 Vesta Solutions Web Portal

Vesta Solutions continues to evolve and expand the customer experience. The Agency will be able to view all open reported issues, Managed Services generated activities, and scheduled events through the use of The Contractor Web Portal.

- Using the Web Portal, the Agency will be able to report and track trouble cases 24x7x365.
- With visibility to all open reported issues, Managed Services generated activities, and scheduled events identified by the Contractor, the Agency will have insight to each case and its current status.
- The Contractor Web Portal is available to any employee designated by the Agency.
- Information included in The Contractor Web Portal is as follows:
  - Site Information – Listing of each workstation and gateway including IP address, processor type and speed, physical memory, and OS version (if applicable).
  - Scheduled Events – Real-time status of delivery of all security patches for the site. Real-time status of backups by site including device, date and time.
  - Remediation Events – Open cases for Managed Services and end-user reported activity including failure of the system(s), applications, or devices delivered.
  - Knowledge Base – Review articles published by the Contractor.
  - Ask the Community – Engage with and get answers from peers and experts.

13.4.4 Spare Parts

During the Hardware Support Term, the Contractor provides spare equipment to facilitate rapid restoration of services in the event of a hardware failure.

- A subset of VESTA 9-1-1 equipment is provided for spares is maintained for the Agency
- Spares are used as needed and either repaired or replenished

13.5 Service Descriptions

13.5.1 Vesta Solutions Field Services

- The Contractor will have trained technicians in state who will be assigned to work at various Agency sites.
- The designated technicians will be trained and certified in The Contractor products as well as having applicable experience working with The

Contractor products, including, but not limited to: VESTA Router, VESTA 9-1-1, VESTA Analytics, and VESTA Locate.

- For Managed Services reported incidents that cannot be resolved remotely, the Contractor will engage the technician to address any incidents.
- As part of routine maintenance, our technicians will perform preventative maintenance tasks based upon manufacturers' recommendations.
- The technician will perform corrective action to break-fix requests.
- The technician will perform move, add, and change requests.
- In the event of an Act of God or other malicious acts, the Contractor technician, to the extent possible, will perform the necessary work to bring the VESTA 9-1-1 Solution and Services to full functionality. The Agency may be required to pay for labor and/or purchase any replacement equipment.
- The technician will work with Originating Service Provider (OSP) when deemed necessary to correct issues at site.
- Our technician will open, track cases, and provide updates, via The Contractor ticketing system, for any requests made by onsite personnel.

13.5.2 Hardware Support

The Contractor provides hardware repair services to manage hardware failures by repairing and returning the customer's faulty unit or exchanging it with a compatible unit. Hardware repair services ensure equipment is maintained, kept in working order, and operating to manufacturers' specifications.

13.5.3 Software Support

With The Contractor maintenance, software fixes, updates and upgrades designed to keep the VESTA 9-1-1 Solution and Services operating efficiently will be applied following the Agency change control process. Software maintenance terms are more fully set forth in the Next Generation 9-1-1 Software Support Program

13.5.4 Preventive Maintenance

- Scheduled maintenance will be managed via a formal operational and validation review between The Contractor and the Agency.
- Schedule to be maintained by The Contractor Service Desk to ensure equipment delivered under this agreement is regularly maintained.
- Weekly, Monthly, Quarterly, or Annual preventative maintenance is completed based on manufacturers' recommendations to ensure optimal performance of the VESTA suite of projects purchases.

- Some examples of items reviewed include but are not limited to:
  - Activity View
  - Workstations
- Documentation of completed Annual Preventative Maintenance will be supplied to the Agency for their records.

13.6 Managed Services Descriptions

Our Managed Services group provides protection and reliability for emergency call centers 24x7x365 by monitoring the performance and availability of all contracted devices. By providing proactive monitoring of key systems The Contractor is able to mitigate risks to your environment enabling the Agency to focus on operations. Our Managed Services team is able to investigate, troubleshoot, and in most cases, resolve issues remotely.

13.6.1 Monitor and Response

Remote monitoring of the VESTA 9-1-1 Solution, a component of the Vesta Solutions VESTA NSOC product suite of services, is provided 7 days a week, 24 hours a day delivering near real-time, consolidated event management and historical performance metrics, which assist with quickly understanding issues within a complex solution. Contractor will monitor and manage the VESTA 9-1-1 with the demarcation at the Contractor interface connecting to the WAN circuits and layer2 connections. The NSOC would provide:

- Continuous monitoring of the performance and availability of the solution on a 24x7x365 basis
- Creation of alerts based on thresholds and parameters and distributes notifications appropriately
- Monitoring of the environment at all data centers or points of presence where critical components are
- housed to ensure functionality
- Notification emails sent to designated contacts for certain classifications of incidents

For critical and major events, which degrade or impact the ability to receive 9-1-1 calls, the Contractor team will dispatch an on-site technician. In addition, the Contractor's Emergency Response Team will be engaged to address the Critical or High event and provide updates, via phone, and/or email, to key stakeholders.

13.6.2 Anti-Virus

- The Contractor is able to mitigate risks to the Agency's VESTA 9-1-1 Solution and Services security by automatically distributing anti-virus updates without involving personnel or compromising operations.
- Anti-virus products are set to automatically detect and remove most viruses.

13.6.3 Patch Management

- Each month the Contractor implements the latest Contractor approved Microsoft® certified patches keeping your devices up to date with the latest security and technical updates
- All Microsoft certified patches are put through the stringent Contractor's vetting process to ensure optimal performance.
- All patches are implemented following the Agency's change control requirements.

13.7 Service Management

13.7.1 Classifying Requests

Upon receipt of a request, the Contractor Service Desk will classify the request into one of four categories:

Incident Management – This classification is defined as any reported incident that is associated with the remediation of a failure of the system(s), application(s), or device(s).

Scheduled Activity - This classification is defined as any service that is being scheduled and performed at a mutually agreed upon time between the Contractor and the Agency. Examples of scheduled Activities include but are not limited to:

- Preventive Maintenance Activity
- Software upgrades
- Other type of maintenance activities

Informational – This classification is defined as any request associated with clarification of a function, configuration, or other such information. Examples of informational activities include but are not limited to:

- How an application feature functions
- Information regarding the overall system
- Other type of non-maintenance requests

Professional Services – This classification is defined as any service that is being requested that is not covered by this Service and Support Plan. These service requests may be a billable activity and may require the request to follow approval processes which addresses payment for out of scope services prior to any action being taken by the Contractor. Examples of solutions to Professional Services requests include, but are not limited to:

- Change Requests - for example, adding a new PSAP or expanding existing system configuration, which require additional resources
- Additional user training
- Network redesign

13.7.2 Severity Level and Response Definitions

For each incident reported or identified alarm notification, the Contractor Service Desk will apply, where applicable, a Severity Level classification which has an assigned target response time. This classification will provide the means to manage the appropriate response and engagement processes identified within the Contractor and the Agency's response and notifications processes.

Severity	Target Response Time	Description	Examples	Updates to Customer
Critical **24x7x365**	➢ Within 15 minutes: Notification will be provided to customer ➢ Within 2 hours: Where the issues cannot be resolved remotely, an on-site technician will arrive at site.	The inability to receive or process 9-1-1 calls	**Contractor Host Down –** The VESTA 9-1-1 Host equipment of a multi-tenanted system is impacting the ability to process 9-1-1 calls at all sites **Agency / Site Down –** The Agency is unable to receive or process 9-1-1 calls. Calls cannot be presented, answered, or effectively transferred outside the affected site.	Hourly
Major **24x7x365**	➢ Within 15 minutes, notification will be provided to customer ➢ Within 2 hours: Where issues cannot be resolved remotely, an on-site technician will arrive at site.	The loss of critical functionality or multiple components. Examples of multiple components are: ▪ No location information ▪ No IRR audio ▪ Loss of critical redundancy ▪ Loss of multiple positions	**Host Degraded –** The Data Center equipment of a multi-tenanted system is impaired so that it is not providing full redundancy **Agency / Site Degraded –** The Agency has an issue that impairs a feature of the system, but the Agency is able to receive and process 9-1-1 calls.	Every two (2) hours
Minor **8x5** **Next Business Day** **(Excluding Holidays)**	➢ Next business day. **NOTE:** All Critical and Major severities will be prioritized over any Minor issue.	The failure of a device/product that only impacts ▪ A single component or position ▪ Does not cause an impact to the 9-1-1 system as defined under Critical and Major Severities.	**Minor Classification –** The loss of a single workstation or failure of a workstation component such as keyboard or monitor.	Daily

13.8 Ticketing Requests & Trouble Handling Process

13.8.1 Notification to Service Desk

The Contractor Service Desk is staffed with knowledgeable technicians trained in the discipline, the products, and solutions deployed at the Agency. Our Service Desk personnel have the ability to access your site remotely to fully understand what is being reported at your location.

- The Agency is able to contact the Service Desk via a dedicated toll-free number in order to request service, such as report an incident (trouble), to inquire on the status of an incident, or place a MAC request.

The Service Desk will open a trouble ticket. At a minimum, a customer reporting an incident to the Service Desk is required to provide:

- The site name
- Caller's name
- Caller's contact number (supply alternate call back number if site is down)
- Customer's ticket/incident/tracking number (if applicable)
- Description of the problem or request
- Operational impact of the problem (Severity)

After receiving the incident reported, the Service Desk will supply the caller a ticket number for reference.

13.8.2 Service Desk Trouble Handling

The Contractor Service Desk manages all incidents to include ticket handling, escalations, and notifications.

- The Service Desk provides a single-point-of-contact, who manages the incident from the initial issue report through resolution.
- The Service Desk will receive, classify, and document all the Agency end-user requests for service.
- The Service Desk will prioritize end-user service requests and implement appropriate engagement processes to facilitate resolution.
- The Service Desk will provide updates to the Agency management/end-users on the progress and resolution of requests for service.
- The Service Desk will engage the next level of management to ensure timely problem resolution.

The Contractor categorizes incidents as Critical, Major, or Minor, as described in section 13.7.2. The Service Desk prioritizes Critical and Major Incidents and works such incidents through to resolution.

NOTE: All Critical and Major Severities will be prioritized over any Minor issue.

13.8.3 Monthly Reporting

The Contractor will shall provide the Monthly Technical SLA Reports, as required in the State of California Contract ######, found in **Appendix I.** SLA Compliance Reports

13.9 Move, Add, and Change (MAC) Process

13.9.1 Requesting a MAC

The MAC process, coordinated through The Contractor Service Desk, is used to document changes and identify potential labor and material costs associated to a request, functional change, the VESTA 9-1-1 Solution and Services expansion, hardware or component additions, integration to additional systems/networks, etc.

This process ensures that all requests for changes to the VESTA 9-1-1 Solution, Services or functions of the system are properly documented, reviewed, and approved prior to implementation.

MAC requests require authorization by both the Contractor and the Agency.

The MAC process includes:

- Identifying changes requested.
- Investigating and documenting the probable impact of changes.
- Preparation of a quote for the proposed changes, if applicable (e.g. work to be completed afterhours).
- Reporting the impact of approved changes on the operational effect to the customer.

With this in mind, a fundamental set of rules are followed when a MAC is initiated from any source:

- All MACs must be documented, clearly stating the scope of work, responsible parties doing the work, a quote with the dollar amount (if applicable), a schedule impact, and authorizations. MACs completed between 8 AM and 5 PM Monday through Friday are included in this Service Plan. MAC requests outside of normal business hours may be deemed billable.
- All MACs must be authorized by a representative of each party and, where required, a purchase order issued thereon before work can commence.
- All MACs must be communicated to the stakeholders: people or organizations impacted by the change.
- All MACs must conform to this Scope of Work between the Contractor and the Agency.

A Change Control Plan will be developed defining how change management will be completed. The MAC process is not to be used in place of a Change Order Process.

13.10 Conditions of Software Maintenance

The Customer is required to:

Software/Firmware Release – Allow the Contractor to keep application software and firmware release current. This is defined as the current available version or current version minus one update (the yy portion of xx.yy.zz software version.)

Fees – Pay the applicable Service and Support Plan fee;

Compliance – Comply with all terms and conditions of the Service and Support Plan

Operating System and Ancillary Software and Firmware Environment –The Contractor offers application software and firmware support to purchasers of its proprietary application software and firmware products, in accordance with the terms and conditions of this Next Generation 9-1-1 Software Support Program ("Support Program"). A minimum one year term is required with all software license purchases. This Support Program does not apply to third party, non-proprietary application software, system software, or ancillary software.

13.11 Conditions and Limitations

13.11.1 Terms and Conditions, Exclusions, Limitations on Service and Support

The Contractor Services ensure the optimal performance of your VESTA 9-1-1 Solution and Services. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- On-site intervention requires the Agency personnel to provide site access.
- Remote monitoring, troubleshooting, and restoration require that the Agency provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The Agency must operate hardware and software per its intended use per the Purchase Agreement between The Contractor and the Agency. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions which may impact performance and / or damage equipment.

Exclusions:

The Contractor's service and support obligations hereunder will not apply to any of the Contractor's supported software or hardware if correction of an error, adjustment, repair, or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, failure of the Customer 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 supported hardware and/or software by the Customer or others, unless otherwise approved in writing by The Contractor.
- Connection of another machine, device, application, or interface the Contractor's supported equipment (hardware and/or software) by the Customer or others, which has caused damage to the Contractor's supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- In the event of an Act of God or other malicious acts, the Contractor technician, to the extent possible, will perform the necessary work to bring VESTA 9-1-1 Solution and Services to full functionality. The Agency may be required to pay for labor and/or purchase of any replacement equipment.
- Failure or degradation in performance of, the Contractor's supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by the Contractor for use in the Customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- The failure of the Customer to provide suitable qualified and adequately trained operating and maintenance staff.
- Incompatible or faulty Customer hardware and/or software interfaces.
- Modifications made without the Contractor's written approval to the OS, network, hardware or software environment or software applications.

Further, support described herein does not include cosmetic repairs, refurbishment, furnishing consumables, supplies, or accessories, making accessory changes, performance of preventive maintenance or system administration, or adding additional devices or software applications.

13.12 Summary

The overall goal of The Contractor Service Organization, is to be knowledgeable, responsive, and proactive, thereby, allowing the Agency to remain focused on providing critical public safety service to their citizens.

Our proposal includes the following key elements:

- Single point of contact – a Service Manager will provide the Agency a single point of contact for all escalated issues.
- Service Desk – reported troubles correlated with monitoring for reduced root cause determination. This equates to improved response times as subject matter experts quickly diagnose and resolve issues.
- Web portal for enhanced access to ticket status and resolution details.
- Hardware support
- Software support
- Support of VESTA 9-1-1 sites and remote locations.
- Managed Services and monitoring, including notification of critical and major alarms
- Dedicated, skilled, and certified technicians.

14. TRAINING

14.1 Contractor Training

Successful implementation of the Contractor VESTA 9-1-1 Solution and Services requires a comprehensive, well planned training effort to maximize system wide operational objectives and effectiveness. Contractor training is focused on enabling Agency to receive maximum operational benefit from the Vesta Solutions VESTA 911 solution.

Based on the request and input from the Agency, the Contractor will provide training using a hands-on methodology, utilizing approved scenario based exercises. To the fullest extent possible, the Agency will be trained in a simulated 'live' environment using the VESTA 9-1-1 Solution and hardware configured by and for the Agency.

Progressive in nature, the sequence of courses leads the trainees from a generalized overview to a more comprehensive end user understanding of the application use within the VESTA 9-1-1 Solution and Services, respective to each user's area of responsibility.

The Contractor recommends the following order of end user / customer training for the most effective instruction and implementation. For all of our products (Call Processing, Activity View, and Data Management / Reporting), Administration training must be conducted before Agent training in order to get the VESTA 9-1-1 Solution and Services prepared and specifically configured for the Agent training.

The training program covers the following categories of training:

- Administrator
- Agent Train-the-Trainer (TTT)
- Agent
- **Mapping**

Training sessions are designed to allow trainees to understand and effectively interact with the tools to maximize benefits of the system and tools for the Agency. This is achieved by integrating well-designed documentation, practice exercises, and instruction into the overall training experience.

As part of the Agency VESTA 9-1-1 project the following specific training courses are included in quote DIR77567E

Course Information Valley Contol Center	

Course Name	Course Duration	Number of courses
VESTA Map Local Agent E-Learning – up to 10 students	4 hours	18 shared with Desert
VESTA Map Local GIS Data Hub E-Learning – 5 students	4 hours	1 shared with Desert
Course Information Desert Contol Center		
Course Name	Course Duration	Number of courses
VESTA Map Local Agent E-Learning – up to 10 students	4 hours	18 shared with Valley
VESTA Map Local GIS Data Hub E-Learning – 5 students	4 hours	1 shared with Valley

Unless otherwise mutually agreed, the Contractor training programs begin at 8:00 a.m. Class size is highly recommended to be no more than eight (8) students to maximize student understanding. Once a training schedule is agreed to changes to the training schedule must be communicated to the Contractor PM at least 14 days prior to the start of the first class and may impact the overall project schedule.

Training will be conducted in the Agency's existing training facility. Please refer to the Task and Responsibilities Matrix for addition tasks and responsibilities regarding training.

14.2 Documentation

All Contractor VESTA 9-1-1 Solution and Services come with complete system and user documentation. Distribution is via Adobe PDF format on USB. HTML format lists/hyperlinks will be available as well. Printed manuals and training materials are also provided to end-users during the Contractor provided training sessions. Manuals are updated as software updates are released.

14.2.1 Service Manual Documentation

The VESTA 9-1-1 Technical Installation and Maintenance Manuals are provided on a USB with the delivery of the VESTA 9-1-1 Solution and Services. The USB should be kept in the equipment room near the equipment racks for the Contractors technicians to utilize as necessary.

15. SIGNATURE

This Statement of Work shall be effective when signed by both Parties and on the date of the last signature below.

VESTA Map Local Premium on CONFIRE Desert VESTA Remote

CalOES Contract Number 4151-6

Quote # DIR77567E

Vesta Solutions Inc.	**Agency - CONFIRE**
By:_____	By:_____
Print Name:_____	Print Name: _____
Title:_____	Title: _____
Dated:_____	Dated:_____

Appendix A. SITE CERTIFICATION CHECKLIST

Vesta Solutions

PSAP Name:

Contact Name

Contact Telephone Number

Contact e-mail address

Reporting Month/Year

Site Readiness Checklist

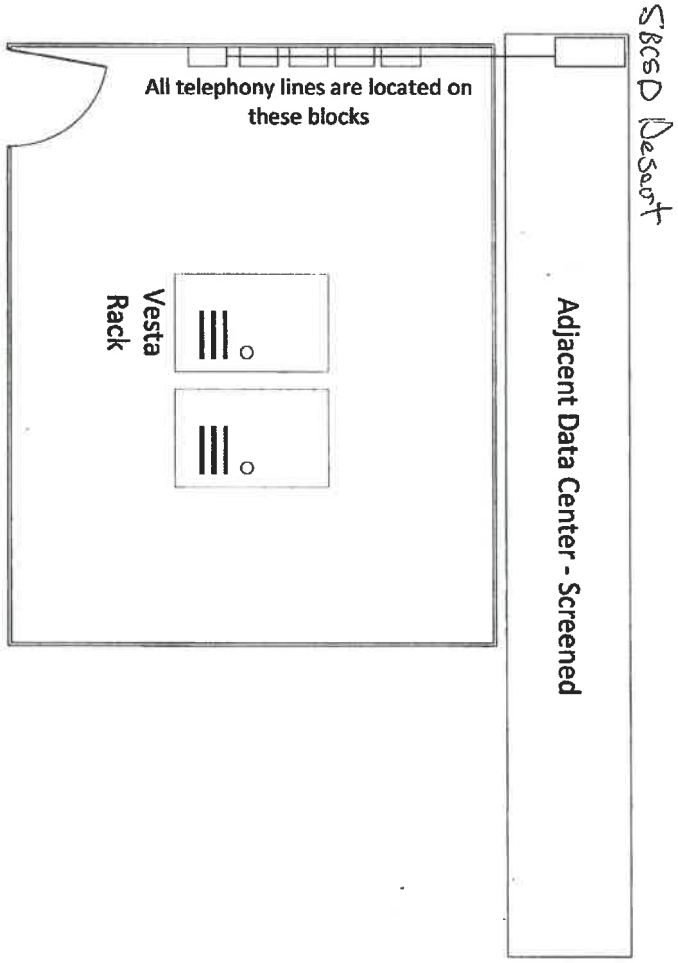
This Section meets the State contract requirement for Vesta Solutions to provide a Site Readiness Checklist to the Agency. A site survey has been made and site modifications to meet the requirements for equipment installation were identified and provided to the Agency. The following site modifications have been identified for the Agency to remedy prior to the of Vesta Solutions VESTA 9-1-1 Solution installation.

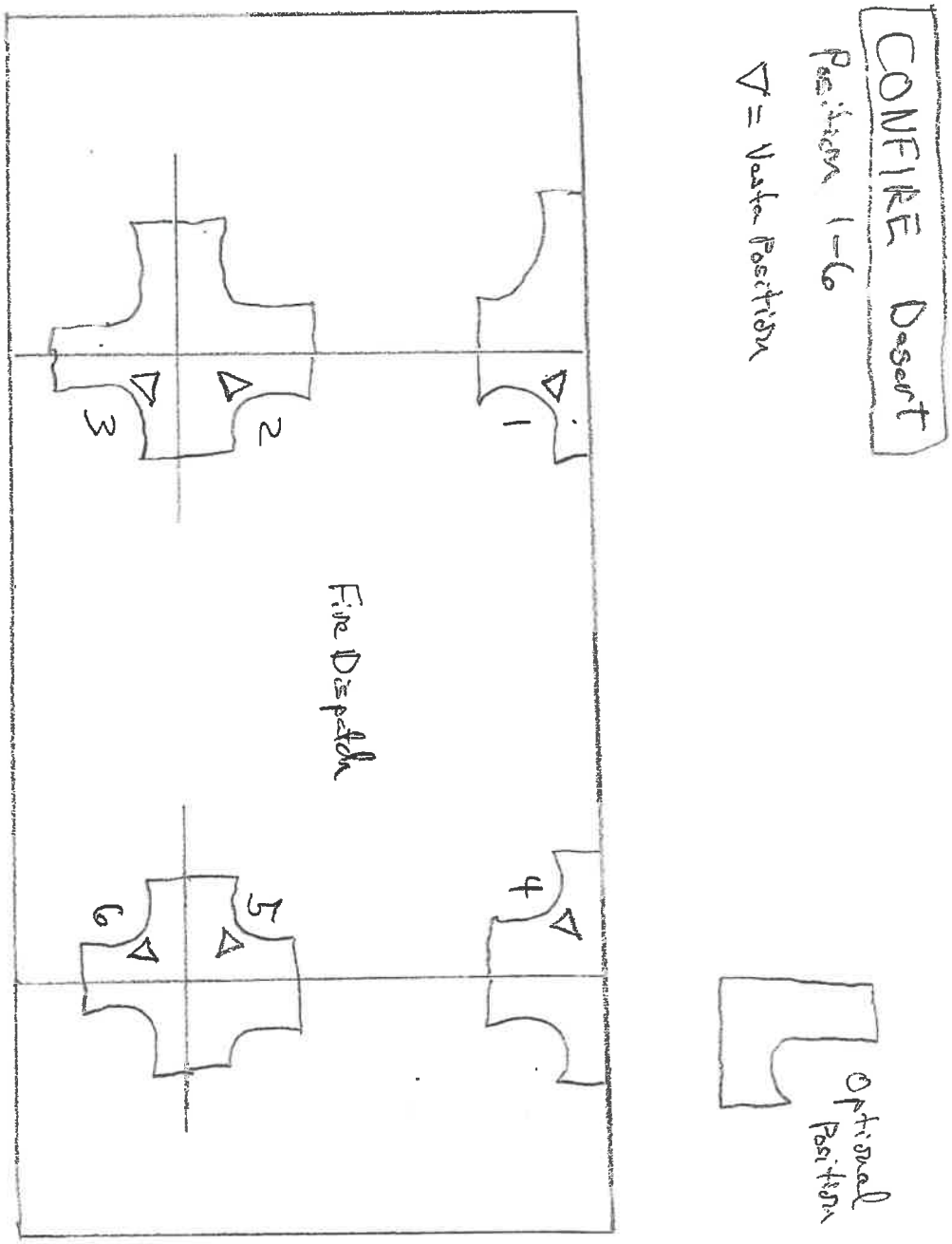
- Each of the SBCSO facilities, in which VESTA equipment shall be installed, must provide grounding that is R56 certified

By:_____ Date: _____

Authorized *Contractor* Representative. Date

Appendix B. FLOOR PLANS





Appendix C. LINE ITEM PRICE LIST

Summary by Expense Category/Component		
Add VESTA Map Local		
Hardware/Software - Backroom	$	6,249.00
Hardware/Software - Frontroom	$	35,159.00
Implementation, Project Management and Training	$	23,212.00
Software Support	$	34,308.00
Sales Tax	$	3,105.60
Strategic Discount	$	**(26,329.61)**
Grand Total	$	**75,703.99**

VESTA® Map Local

Qty.	Part No.	Description	U/M	Equipment
		VESTA® Map Local		
		Note: VESTA Map Local to be purchased and staged in conjunction with VESTA 9-1-1 hardware refresh Quote No. DIR59791(x).		
1	871399-50103.0	VMAP LOCAL R3 PREM LIC-KEY/MED	EA	**Included**
6	871391-50101.0	VMAP LOCAL PREM LIC ONLY	EA	**Included**
7	809800-46005	VMAP LOCAL PREM SPT 5YR	EA	**Included**
7	64000-40118	8GB RAM DDR Z2	EA	**Included**
7	63000-221693	MNTR FP WIDE SCRN LED 22IN	EA	**Included**
		VESTA® Map Admin Workstation Software/Support		
1	871391-50101.0	VMAP LOCAL PREM LIC ONLY	EA	**Included**
1	809800-46005	VMAP LOCAL PREM SPT 5YR	EA	**Included**
		VESTA® Map Local Server		
1	62030-M819204	SVR TWR ML110/G10	EA	**Included**
1	04000-00444	SVR WIN2019 STD DWNGRD 2012	EA	**Included**
2	64000-20066	HARD DRIVE 600GB SAS 10K	EA	**Included**
1	809800-00112	GENERIC SVR CFG FEE	EA	**Included**
1	870890-07501	CPR/SYSPREP MEDIA IMAGE	EA	**Included**
		VESTA Map Local Installation		
142	809800-17007	FIELD ENG-STANDARD	EA	**Included**
		Note: Onsite configuration of VML software, map build per workstation.		

Managed Services

Qty.	Part No.	Description	U/M	Equipment

		Note: Quote assumes Managed Services for VESTA 9-1-1 system is purchased. ***Monitoring, PM & AV Service: Servers*** *Note: Includes (1) VESTA Map Local Server*		
1	809800-16365	M&R PM AV SVR SRVC 5YR	EA	**Included**

VESTA® Services

Qty.	Part No.	Description	U/M	Equipment
		Direct CPE Services		
80	809800-51003	PROJECT MGMT-PRIMARY	UN	**Included**
		Training *Note: Quoted at Side A.*		

Appendix D. **CHANGE ORDER REQUEST**

Contractor Project _____

Change Request Form: Agency

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:

Change Order Price (If Applicable):
Change Request #:
Date:
System Affected:

Accepted:
Rejected:

Appendix E. AGENCY COMPLIANCE - SITE READINESS

Vesta Solutions

PSAP Name:

Contact Name:

Contact Telephone Number:

Contact e-mail address

***Agency* Compliance - Site Readiness Checklist**

This Section meets the State contract requirement for Vesta Solutions to provide a Site Readiness Checklist to the Agency. A site survey has been made and site modifications to meet the requirements for equipment installation were identified and provided to the Agency. The following site modifications have been identified during the site survey and are required to be remedied by the Agency allowing for Vesta Solutions to begin the installation of the new VESTA 9-1-1 Solution and Services.

-

Authorized *Contractor Representative* certifies modifications complete.

By:_____ **Date:** _____

Authorized *Contractor Representative*. Date

Appendix F. AGENCY ACCEPTANCE TEST PLAN

VESTA 9-1-1 SOLUTION (HOST-REMOTE) SYSTEM ACCEPTANCE AND AUTHORIZATION CHECKLIST

The below System Acceptance and Authorization Checklist will be used to validate that all of the equipment, software, and functionality has been provided by the Contractor, is properly installed and operates in accordance with the terms and conditions of the State of California MPA.

MPA Requirement #	Title	Pass	Fail	If Requirement Fails Describe Corrective Action
	Details TBD by Post-Solicitation Document			

Minor Discrepancies:

Tracking #: _____ Approved TD-288 Amount: $_____

As the authorized representative of:

_____ *(PSAP name),*

I hereby acknowledge receipt, installation and satisfactory performance of the service and/or equipment. If minor discrepancies exist, but do not keep the equipment from performing in accordance with the contracted terms and conditions, these discrepancies are noted above.

AUTHORIZED BY:

_____ _____
Signature Date

_____ _____
Printed/Typed Name Title

IMMEDIATELY AFTER ACCEPTANCE:

Submit the original TD-284, signed by the PSAP authorized representative to the Contractor and submit a copy to the CA 9-1-1 Branch

Appendix G. MONTHLY SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT

Vesta Solutions

Contact Name

Contact Telephone Number

Contact e-mail address

Reporting Month/Year

Provisioning SLAs

PSAP Name	CA 9-1-1 Branch Tracking number	Status of Installation[1]	Scheduled Acceptance Start Date[2]	Actual Acceptance Date[3]	Order Value[4]	DVBE Participation	Notes

1 Status of Installation shall reflect the status of the order at the end of the reporting period and shall include one of the following status descriptions: Order Received, Delivered, Installed, Certificate of Readiness delivered, Acceptance Testing in progress, Accepted Awaiting Payment or Payment Received.

2 Mutually agreed upon date between Contractor and PSAP that the system acceptance period of two-hundred-forty (240) continuous hours can begin in accordance with Section.

3 Date that the 9-1-1 System Acceptance form is signed by the PSAP responsible party.

4 The dollar value of the transaction as approved by the CA 9-1-1 Branch.

Appendix H. CERTIFICATE OF SYSTEM READINESS

Vesta Solutions

System Readiness

Site Certification Document

This Section meets the State contract requirement for Vesta Solutions to provide notice that the Agency VESTA 9-1-1 Solution (Host-Remote) is installed, tested and ready for Cutover and Acceptance Testing.

Vesta Solutions Representative certifies VESTA 9-1-1 Solution Host and Remote Sites are installed, tested and ready for Cutover and Acceptance Testing.

By:_____ Date: _____

Authorized *Contractor* Representative. Date

Appendix I. SLA COMPLIANCE REPORTS

CONTRACTOR'S MONTHLY SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE REPORT THE VESTA 9-1-1 TURN-KEY SOLUTION

Vesta Solutions

Contact Name

Contact Telephone Number

Contact e-mail address

Reporting Month/Year

Time to Repair and Availability SLAs

PSAP Name	Trouble Ticket Number	Service Type	Type of Failure	Brief Restoration Description	Alarm/Ticket Open Date and Time	Problem Resolution Date and Time	Total Stop-Clock Duration	Outage Duration	Applicable SLA	Rights and Remedies

Administrative SLAs

Requirement	Scheduled Due Date	Actual Delivery Date	Applicable Remedy
Monthly Activity Report			
SLA Compliance Report			
SLA Remedy Delivery			

Appendix J. MONTHLY VESTA 9-1-1 ACCEPTANCE DATE COMPLIANCE SLA

Vesta Solutions Monthly Activity Report VESTA 9-1-1 Acceptance

A PSAP is a Public Agency authorized under Government Code Section 53102 to perform the functions of a PSAP. Orders from the State must be completely installed and ready-for-use within 180 calendar days After Receipt of Order (ARO) as indicated on the Purchase Order (PO).

The installation date may be changed by mutual consent of the Contractor and the PSAP; however, the System Installation Schedule must be completed/updated with the revised dates. Such deferment shall not exceed 60 calendar days, except by mutual agreement. In the event of an agreed change to the installation date, the Contractor will provide a revised Contractor SOW to the PSAPs and to the CA 9-1-1 Branch.

Vesta Solutions

Contact Name

Contact Telephone Number

Contact e-mail address

Reporting Month/Year

Acceptance SLAs

PSAP Name	CA 9-1-1 Branch Tracking number	Scheduled Acceptance Start Date	Actual Acceptance Date	Rights and Remedies