



CenturyLink™

E9-1-1 STATEMENT OF WORK

E9-1-1 CITY OF MARICOPA, MARICOPA AZ

PROVIDED BY CENTURYLINK COMMUNICATIONS

FINAL (Pending yellow highlights)

Date: July 20th, 2015

Document Owner
Cathy Atkin
Sales Engineer
CenturyLink Communications
520-838-3020

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Purpose of this Document

CenturyLink Communications deems this Statement of Work (SOW) to be a mutual agreement by CenturyLink City of Maricopa as to installation work agreed upon. The purpose is to outline what is included with the sale concerning equipment, labor, and installation work. Any work or feature that goes beyond what is listed in this SOW is subject to change order(s) and additional charges to the Customer. Out-of-scope or last-minute items may jeopardize the installation timeline.

CenturyLink will not provide warranty, installation, or configuration support to pre-existing or non-CenturyLink-provided equipment, wiring, or connectors, unless expressly included and specifically listed in the quote and contract. CenturyLink and manufacturer warranties may not cover situations caused by customer failure to comply with this Statement of Work

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SECTION 1.0

CHANGE CONTROL SUMMARY

Version	Date	Note

SECTION 2.0

SITE INFORMATION

Address

PSAP Name	E9-1-1 City of Maricopa PD/Copper Sky Substation
PSAP Address (New)	New Building 17985 N Greythorn Dr, Maricopa, AZ 85238
PSAP Telephone	TBD

Customer Contacts

Name	Title	Tel / Cell	E-mail
Jennifer Cruz	Public Safety Communications Manager	T: 520-316-6874 C: 480-695-4768	Jennifer.Cruz@maricopa-az.gov
Ross Renner and Peder Thygesen	IT	T: 520-316-6952 C: 480-540-3569 T: 520-316-6832	Ross.Renner@maricopa-az.gov/Peder.Thygesen@maricopa-az.gov
Work with IT Peder Thygesen for handoff	CAD - Spillman	T: 520-316-6832 C:	Peder.Thygesen@maricopa-az.gov
Work with IT Peder Thygesen for handoff	Radio – Motorola-MCC7500	T: 520-316-6832 C:	Peder.Thygesen@maricopa-az.gov
Work with IT Peder Thygesen for handoff	Logging Recorder-TBD	T: 520-316-6832 C:	Peder.Thygesen@maricopa-az.gov
Work with IT Peder Thygesen for	ShoreTel IP Phone System	520-316-6832 C:	Peder.Thygesen@maricopa-az.gov

handoff	(CenturyLink Maintained and ordered)		
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SECTION 3.0

CURRENT ENVIRONMENT

The section should address the current PSAP configuration and ensure all parties are working in accordance with Environmental, Grounding, Power, and Installation guidelines.

- This is a new PSAP and new facility. Currently all City of Maricopa 9-1-1 calls are dispatched and answered by Buckeye PD. This site will use the Airbus DS VESTA 9-1-1 system for a Call Taking solution. Two (2) new VESTA 9-1-1 positions will be installed with future wiring for up to four (4) workstations. The City of Maricopa will provide all cabling to each dispatch position and additional cabling for the future two (2) 9-1-1 workstations. CenturyLink will install all new 9-1-1 network(s) to new facility. The master distribution frame (MDF) location will need to be reviewed. In house cabling may be needed to extend the 9-1-1 network to the new 9-1-1 (IDF) equipment room. CenturyLink (Jennifer Mayer) will order the following new 9-1-1 network for the new location this will include four (4) 9-1-1 trunks (4) Wire-line), two (2) ALI circuits, two (2) Make Busy circuits.
- 9-1-1 Trunks = 4 (No Wireless trunks will be ordered with this project)
 - Wire line:
 - 19/EMXX/TBD, (Phoenix SE Tandem)
 - 19/EMXX/TBD , (Phoenix Main Tandem)
- ALI Circuits = 2
 - 16/LGGZ/TBD/MS, TEMP AZMA (Tempe Main)
 - 16/LGGZ/TBD/MS, PHNX AZMA (Phoenix Main)
- Make Busy Circuits = 2
 - Make Busy Circuit - 19/UYXX/TBD/MS. Calls forwarded to (Backup PSAP Name TBD) Wire-line (number TBD)
 - Make Busy Circuit - 19/UYXX/TBD/MS. Calls forwarded to (Backup PSAP Name TBD) Wire-less (number TBD)
- Admin Lines - Qty TBD (This includes DID (off ShoreTel IP system), 1FB's, Wild Lines, No Ring Down Circuits at this time)
 -
 -

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- 9-1-1 Call Taking System (All NEW)
 - VESTA 9-1-1
 - VESTA Analytics
 - VESTA Locate
 - No DataSync will be purchased at this time

- This will be a future project. WAN (Mapping) MPLS T-1 Circuit. Transport used to push maps to PSAP. Future not with this project.
- CenturyLink will work with PSAP to set up a Dropbox for pushing of the Pinal County Maps to City of Maricopa. CenturyLink tech will work with Mason Davis (CenturyLink tech) and set this up like AJO PD is set up.)
- A new DSL circuit will be required for remote VPN access to this site. This will ordered along with the 911 trunks by CenturyLink (Jennifer Mayer)
 - VPN used for Remote Access # - TBD

SECTION 4.0

PROJECT OVERVIEW

This section should outline the organizational structure to include, Project Manager's Issue, Post Cut, and Escalation Processes and Roles and Responsibilities for Installation and Cutover and Contingency Plan.

Pre Site Survey

Cathy Atkin will need to complete a site survey with PSAP Mgr, IT, and vendors once the new facility is built. Date TBD.

General

City of Maricopa is building a new E911 PSAP Center at **17985 N. Greythorn Drive, Maricopa AZ**, Zip 85238. The scope of this project is to install a new Airbus DS VESTA 9-1-1 system and new 9-1-1 network at this new facility...

- All new equipment will be installed at this new PSASP site. This includes:
 - VESTA Equipment will shipped in a 19" rack. All equipment will need to be removed from this rack and reinstalled in the customer provided Emerson 19" cabinets. These cabinets will be installed and ready prior to CenturyLink installing the new VESTA equipment. See attached documentation of the Cabinets.
 - VESTA 9-1-1
 - VESTA Backroom Server
 - VESTA Analytics MIS Backroom Server
 - Qty 2 Cisco 2960 Switch (2 for redundancy)
 - All Peripheral VESTA backroom equipment such as ALI modems, keypads, arbitrators (KVM's – 4 port) and Software
 - (2) VESTA 9-1-1 Workstations, Two (2) future 9-1-1 Workstation(s).
- City of Maricopa will provide a network printer.
- This project includes all required hardware to complete the E911 VESTA system installation. (Refer to Quote for a list of misc cable and connectors material included to complete this move).
- City of Maricopa will provide all new CAT 6e cabling. This will include the cabling for the current two (2) positions and the cabling for the two (2) future positions (s).

Issues Process

CenturyLink will provide with Call Flow Meeting

Post Cut

Statement of Work

CenturyLink will provide with Call Flow Meeting

Escalation Process

CenturyLink will provide with Call Flow Meeting

Roles and Responsibilities

CenturyLink will provide with Call Flow Meeting

Installation and Cutover

*City of Maricopa PD installation will take place on **TBD**, starting at **TBD***

Contingency Plan

CenturyLink will provide with Call Flow Meeting

SECTION 5.0

PROJECT TEAM

Carlos Simmonds	Account Manager, CenturyLink	T: 602-512-2535 C: 602 319 4758	Carlos.simmond@centurylink.com
Cathy Atkin	Sales Engineer, CenturyLink	T: 520-838-3020 C: 520-331-3021	cathy.atkin@CenturyLink.com
Jennifer Mayer	9-1-1- AC, CenturyLink (9-1-1 Network Orders)	T: 602-512-2521 C: 480-707-3632	jennifer.mayer@CenturyLink.com
TBD	Lead 9-1-1 Technician, CenturyLink	T: TBD C: TBD	TBD
2nd 9-1-1 Tech TBD	9-1-1 Technician, CenturyLink	T: TBD C: TBD	TBD
		T: C:	
		T: C:	
		T: C:	
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SECTION 6.0

PROJECT SCHEDULE

This section should include critical dates, project dates, and milestones pertinent to project.

The current due date for this move is scheduled in September/Oct 2015 timeframes starting at (time TBD)

SECTION 7.0

SHIPPING AND WAREHOUSING

This section should include all details as related to shipping, handling, and storage of equipment associated with project.

Parts will be received for staging at:

**CenturyLink CPE Staging Center
11780 E 53rd Ave Dock Door 5
Denver, CO 80239**

Once all parts are received and receipted in Oracle please ship to CenturyLink Garage:

**CenturyLink E9-1-1
Attn: Kris Newcomb
450 S 5TH AVE
Phoenix AZ 85003
Address**

SECTION 8.0

CPE INSTALLATION

This section should outline the steps for completing the equipment installation, roles and responsibilities as related to the project, and ensure all parties are working in accordance with Environmental, Grounding, Power, and Installation guidelines.

Equipment Installation Services Customer Responsibilities

- Customer will allow CenturyLink reasonable access to each workstation for extended periods.
- Customer will provide adequate space for the VESTA equipment including the 19”Cabinet, side wire management, patch panels, shelves and cable connections. If not, racking modification will be added at T&M rates

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- Customer will provide adequate pathways to the customer provided 19” Emerson cabinet for cabling from the front dispatch to backroom equipment area.
- One (1) VPN DSL Line for Remote Monitoring and Maintenance will be provisioned by CenturyLink. City of Maricopa will order this along with the 911 trunks with Centurylink (Jennifer Mayer).
- Customer will provide adequate space for Servers, these may be mounted in areas outside of the equipment room but it is not suggested.
- Proper ground bar access installed by others.
- Customer must provide all electrical requirements at their expense. (*Refer to Power section of this SOW for details.*)
- Customer will be responsible to provide power distribution when required; this will include power strips, protection and miscellaneous equipment not listed in this proposal.
- Customer will provide all CAT 6 (put color of cable here) cabling. A total of Qty 4 cable runs per position will be installed by City of Maricopa.
- Additional Testing & Training circuits will be at the customer’s expense. Circuit requirements will be determined based on the manner of cutover and facility locations.
- City of Maricopa (IT) will provide a 25 Pair Amphenol Cable handoff to the new Variant master recorder. CenturyLink will work with DLR vendor for ALI Serial Handoff to the VESTA 9-1-1 system if required.
- CenturyLink will work with the City IT people and Radio personnel for the handoff of the Motorola, MCC-7500 system with the 9-1-1 VESTA system. This may require some changes for headset/handset volume adjustments.
- CenturyLink will work with (City IT) for the Spillman CAD serial interfaces. This may require some additional changes for ALI dump to CAD.

Equipment Installation Services Assumptions

- Installation Services will be performed Time/Date TBD
- Customer will determine 9-1-1 back up site. Right now it will be Chandler PD.
- The Site Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred by the customer upon completion of the Site Survey. – Site Survey TBD Date
- All optional modules in this quote have been priced under the assumption that they will be purchased and installed concurrently with the base system. If these modules are to be installed at a later date, additional travel & living expenses will apply. Once the customer has finalized their configuration, a revised quotation will be provided with equipment and services costs revised as necessary
- Pricing assumes all conduits, sleeves, under floor duct, and sleeves to be provided and installed by others.

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- Pricing includes labor and material for LVR physical connectivity, LVR installed by others.
- The customer must be aware that the line volume requirements are -.4 db to -.6 db for 9-1-1 trunks and -.6 db to -.8 db for admin lines. CenturyLink and City of Maricopa will need to review the distance of the 9-1-1 trunks from the main MDF to the new 9-1-1 equipment room.
- CenturyLink (Jennifer Mayer) will coordinate the new 9-1-1 network installation with the 9-1-1 NOC. All 9-1-1 lines may need to be extended by depending on the location of the MDF (Master Distribution Frame). CenturyLink will coordinate all network orders that will be required for this installation. The new network will be installed and tested. Along with the Make Busy circuits to the back-up site (Chandler PD).

Customer Administrative Phone System Assumptions

- CenturyLink will work with Maricopa's telephone services personnel for the Admin line handoffs. The ShoreTel is maintained by CenturyLink. CenturyLink 9-1-1 and City of Maricopa IT will coordinate the ShoreTel admin line hand off's with the new VESTA 911 system.
- Admin lines includes DID (Direct Inward Dialed) numbers, 1FB (7 Digit Non emergency numbers) and any ring down or in house ring down circuits.
- Customer will extend all admin lines to the new building's IDF 9-1-1 equipment room D-mark next to the VESTA 9-1-1 System racks.

Cabling

- All CAT 6 cabling (4 per position) from the 9-1-1 backroom equipment to the 9-1-1 work positions is being provided by City of Maricopa. This will be identified as (color of cabling TBD) cabling.
- A new 19" Emerson Cabinet will be installed by the City of Maricopa Refer to Customer Responsibilities for details.

Install

CenturyLink(s) 9-1-1 technicians will perform all work to install the VESTA 9-1-1 equipment at the new site.

UPS

- A new building UPS will be provided by the customer at the new PSAP building. City of Maricopa will provide all backroom and dispatch area UPS outlets
- City of Maricopa will provide color coded UPS outlets for. Need to know color.

Statement of Work

- Customer electrician will ensure the UPS power outlets will be interfaced to City of Maricopa generator.

SECTION 9.0

VENDOR STATEMENT OF WORK

The Vendor's Final Statement of Work (SOW) will be pasted into this CenturyLink SOW to include, but not limited to the following information:

Responsible Parties – Not Applicable

Site Survey – Not Applicable

Install – Not Applicable

Training – Not Applicable

SECTION 10.0

NETWORK

This section should include network information to include: Information Requirements, Network Performance Requirements, IP Address Requirements, Network Services Requirements, Network Availability, Network Recommendations, Converged Network Management Requirements.

Refer to attached spread sheet for Network details and order information. (This spread sheet will be provided upon installation of this new system.)

SECTION 11.0

ACCEPTANCE

As per the contract, Customer must notify CenturyLink in writing and specify any portions of the Product(s) that are unacceptable. If Customer does not notify CenturyLink within 10 business days from the installation date or delivery date, whichever is applicable, Product(s) will be deemed accepted. Any Product installed by CenturyLink is considered acceptable if it is installed and operates materially in accordance with the manufacturer's specifications.

CenturyLink reserves the right to correct any portion of a Product that has been rejected by Customer. Any portion of a Product that has not been rejected by Customer and is functionally divisible may be invoiced separately. Moves and changes are considered accepted when the described work is materially completed. Any portion of a Product that

Statement of Work

is found to be unacceptable after the 10-day acceptance period may be reported to the CenturyLink E9-1-1 Call Center at 1-800-357-09-1-1."

Project Manager will work with Customer to complete Customer Acceptance Form and complete Punch List.

SECTION 12.0

CHANGE MANAGEMENT

Describe how to handle any changes to the project scope listed in the SOW. Detail how the changes will be addressed and implemented and how the associated costs will be handled.

Change Orders

For Change Order related work Outside of the Scope of this Statement of Work, the following guidelines and rates will be followed.

Change Order Guidelines

Changes Requested after a sign-off of this Statement of Work, or each subsequent deliverable, may require a Change Order.

Before any additional out of scope work is performed, CenturyLink will submit notice in change of scope and an estimate of change in cost, for approval prior to proceeding with any additional work.

CenturyLink reserves the right to alter the project plan and/or deliverables based on the amount of additional time required implementing those changes.

Cost for On-Site and Remote Repair and Changes

Remote Service work to resolve troubles for customers with an active warranty or maintenance contract are covered under the terms of those contracts. All service issues are looked into first remotely prior to dispatching a technician.

MAC (Moves, Adds, Changes) work will be billed at the following rates

Note: Always Use Current Pricing Guideline Matrix. Below is an example pricing quote.

7x24

9-1-1 CPE Technician - \$100.00 per hour

SECTION 13.0

BACKROOM DRAWINGS

Will be provided at a later date.

SECTION 14.0

VISUAL CONFIGURATION OF PALLAS SYSTEM

To be provided at later date.

Statement of Work

Statement of Work

SECTION 15.0

NOTES

This section is reserved for miscellaneous items or issues that need to be noted and documented to include, but not limited to the following:

Exceptions

Notables

SECTION 16.0

ACKNOWLEDGEMENT

The terms and conditions apply in full to the services and products provided under this Statement of Work.

IN WITNESS WHEREOF, the parties hereto each acting with proper authority have executed this Statement of Work.

**Customer
Communications**

CenturyLink

By: _____

By: _____

Title: _____

Title: _____

Date: _____

Date: _____