

Change Order Form

1. Change Order References

Customer: County of San Mateo

SOW: 2558-03-D252 SIP and e911 Transformation

Change Order Number: 1

Effective Date: August 2, 2018

2. Change Impact

☒ Scope of Work

☒ Deliverables

☒ Duration

☒ Charges

☐ Engagement Team

☐ Other - Specify

3. Signature

AUTHORIZED SIGNATURE
County of San Mateo

ACCEPTANCE SIGNATURE
AT&T Corp (AT&T Consulting)

Signature

Signature

Name Printed

Name Printed

Title

Title

Date

Date

FOR AT&T CONSULTING INTERNAL USE ONLY

ATTUID

Initials

CONFIDENTIAL INFORMATION

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1. Introduction

AT&T Consulting welcomes this opportunity to present this proposal to the County of San Mateo. This document conveys AT&T Consulting's understanding of County of San Mateo's current requirements based on our joint discussions. We approach this undertaking with the same professional rigor with which you approach your core mission. To the extent possible, this document offers a solution specifically tailored to the needs of County of San Mateo, as we understand them today. It also addresses the terms of the agreement in accordance with this project describing, in general, the tasks AT&T Consulting will perform, responsibilities of AT&T Consulting personnel, the responsibilities of County of San Mateo, and the completion criteria. Please carefully read this Statement of Work (SOW). When finished, please contact your AT&T Consulting representative to discuss all of the options available to County of San Mateo.

2. Description of Work

AT&T Consulting provides a structured approach and methodology for delivering SIP and e911 transformation services. The approach is to align the appropriate skillsets to the specific areas of focus and allow the Consultants to execute the methodology across organizations responsible for the different areas of focus. The phases and/or services of this proposal are as follows:

- ✓ SIP Transformation – Phase 2 – Migration Planning Design Config Test
- ✓ SIP Transformation – Phase 3 - Site Migration
- ✓ e911 Transformation – Phase 4 - Site Implementation and Migration

1. Project Initiation/Kick-off

AT&T Consulting recognizes the value of communication and ongoing collaboration with our customers. As such, we include a project initiation meeting (kick-off meeting) with all our engagements. During the meeting, AT&T Consulting will address the following topics:

- Introduce key people at County of San Mateo and AT&T Consulting.
- Exchange contact information (for regular reporting and emergencies).
- Review scope of services.
- Review communication, notification, and issue escalation procedures.
- Discuss other specific County of San Mateo requests and rules of engagement.
- Discuss the involvement of the Client's technical staff in the project for the purpose of knowledge transfer and security

Each party will designate a Single Point of Contact (SPOC) that has the authority to represent such party and has decision-making authority for most matters. All material communications should be conducted through the SPOCs. Such communications should either be in writing or summed up in writing. However, it is recognized that for the sake of efficiency, there will need to be direct communications between AT&T Consulting team members and various County of San Mateo employees. Any conversation that may have a material outcome on the success of the engagement will need to be documented and sent to the SPOCs.

For the duration of the engagement, AT&T Consulting will conduct status meetings. The frequency of the status meetings will be determined at the kickoff meeting. AT&T Consulting will conduct the status meetings in person during the period of onsite performance and via a conference call during periods of remote work.

1. Migration Planning

During the Transformation Planning phase, the overall governance plan will be defined and developed along with the integration schedule. AT&T Consulting will assist County of San Mateo with the telephone number porting process for the thirty-five (35) remote/branch sites for the centralized SIP trunks at the two (2) datacenter and hub sites. The list of remote/retail sites were provided by County of San Mateo and itemized in the General Quantities Section. The following are will be addressed during this phase.

- a. Develop the migration plan, which includes the overall SIP migration Schedule, resources, tasks, and dependencies for Local Number Portability (LNP), Public Safety Answering Point (PSAP) Registration by AT&T BVoIP - Business Voice over Internet Protocol Services.

- b. Each remote site / Branch office Extension (BoE) site will have a 911 Service Availability check performed by the AT&T Account Team. AT&T BVoIP services will perform the PSAP association for each BoE site with an address and telephone number/DID. If the site does not pass the AT&T BVoIP Service Availability check it will be removed from the site migration schedule.
- c. Telephone number data gathering and data validation activities
- d. AT&T Consulting will create Customer Service Records (CSR)
- e. AT&T Consulting will scrub Customer Data against the CSRs received to ensure accuracy of the DIDs on record and requesting to be migrated.
- f. AT&T Consulting will plan, coordinate and complete Local Number Porting (LNP) requests for all 35 sites.

2. **SIP Transformation – Phase 2 Design Config and Test**

AT&T Consulting will develop the detailed design for new components for the centralized SIP trunks as well as current systems that must be modified to integrate the new platforms. The design will include physical connectivity specifics as well as the logical configuration parameters and test scripts for each device. Physical design specifications include proposed rack layouts, port counts, equipment power, space, environmental, and patch cord requirements for each element in scope. The following areas will also be addressed during this phase:

- a. Review Detailed Low Level design; which will include:
 - i. Description of current Telephony architecture along with diagrams
 - ii. Scalability elements of the SIP solution including the transport circuit, WAN router, and Session Border Controller (SBC)
 - iii. Redundancy and High Availability elements of the SIP solution
 - iv. AVPN transport WAN Edge Routers supporting the IP Flexible Reach SIP trunking for ingress / egress including standard County of San Mateo router configuration, QoS configuration, BGP and IP Routing configuration
 - v. Data center LAN switches used for connectivity related to the Centralized SIP trunking core. The quantity, type and configuration will be determined as part of the detailed design
 - vi. IP Addressing required for SIP transport circuit WAN router, LAN switches, and external, management, and internal interface for the Session Border Controllers.
 - vii. Session Border Controllers (SBC) connectivity and configuration.
 - viii. Related internal logical SIP trunking SBC and Avaya CM PBX systems
- b. Review, Validate, Update dial plan and call routing bound calls digits received, or outbound digits sent, and any manipulation required for routing to internal session management or PBX systems
- c. Development of County of San Mateo System and Functionality Acceptance Test plan, including:
 - i. SIP Head End system test plan
 - ii. Call flow/Feature testing items
 - iii. Failover test plan that includes network failure, SBC failure, and intersite failover
 - iv. Remote Site cutover test plan to support the remote site cutovers.

3. **Execute Core Deployment**

AT&T Consulting personnel will work in coordination with County of San Mateo and any customer third parties to support the installation, configuration, testing, and turnover to operation of the proposed centralized SIP solution at the two (2) datacenter and hub sites. The following high-level tasks will be addressed during this phase:

- a. Installation and Configuration – IP Flexible Reach connectivity from the customer (User) side including coordination with the network provider project and engineering team.
- b. Integration, configuration, and documentation of the IP-PBX and Session Border Controllers at the two telephony data centers as well as configuration and documentation of the networking hardware need to support the SIP and SBC integration.

- i. IP Flexible Reach and IP Toll Free related Edge WAN and LAN components
- ii. High Availability – IPFR Enhanced Features
- iii. Avaya CM and Session Border Controllers (SBC)

4. Acceptance Testing

Upon the completion of all SIP infrastructure related equipment configuration AT&T Consulting will support and perform the BVoIP IP Flexible Reach services Test and Turn-up (TTU) session(s). Based on the outcomes of this testing, the test scripts created in the Detailed Design and Engineering will be finalized.

- a. Inbound and outbound call flow functionality testing via the two (2) datacenter and hub sites
- b. Intersite failover testing between each of the two hub site combinations
- c. Test SIP trunking functionality and integration with production Avaya CM PBX, SBC, and centralized SIP trunking solution
- d. Production BVoIP IP Flexible Reach services and SBC can be tested with County of San Mateo's Avaya CM PBX
- e. Provide validation and execution of testing and production environments

5. SIP Transformation – Phase 3 – Site Migration

AT&T Consulting will assist County of San Mateo with porting of thirty-five (35) remote site numbers to the centralized SIP trunking solution. The development of the Technical Governance plan covering engineering, operations, communications, procurement, and internal PM teams will be completed.

- a. Overall Technical Governance is provided to cover the following:
 - i. Develop detailed technical work plans and schedules
 - ii. Responsible for alerting the local contact at each site concerning the project and the upcoming migration/cutover of TDM service to centralized SIP trunks
 - iii. Discovery and tracking of the TDM circuits that require disconnects. Provide information to AT&T account team to schedule circuit disconnects.
- b. Engineering resources are provided to address the following:
 - i. AT&T Consulting will work with AT&T BVoIP Services to support each remote site's telephone porting/cutover. AT&T Consulting will provide remote site cutover/porting support.
 - ii. AT&T Consulting will conduct per site test plans to validate the call flow functionality
 - iii. AT&T Consulting will perform any necessary troubleshooting of site-related migration and transformation issues

AT&T Consulting will provide Day 1 support for each remote/retail store site during cutover during the duration of the project engagement.

6. Knowledge Transfer and Documentation

AT&T Consulting conduct administration knowledge transfer with County of San Mateo on the overall SIP architecture solution and configuration elements.

- a. Conduct knowledge transfer
 - i. Onsite session(s) or Off-site Web meeting
 - ii. Deliver Detailed Design document in Word format
 - iii. Conduct Presentation of a Detailed Design guide in Microsoft PowerPoint
 - iv. Review configuration SIP components as necessary
 - v. Finalize deliverable documentation

Technologies in Scope

- Avaya SM/CM PBX

- Session Border Controllers (SBC)
- AT&T IP Flexible Reach (IPFR)
- AT&T IP Flexible Reach Enhanced Features (IPFR-EF)
- AT&T IP Toll Free (IPTF)

General Quantities

Items	County of San Mateo
SIP Trunk Data Center and Hub Sites	Two (2) Centralized;
Branch/Remote Sites	35
DIDs	10000
TFNs	<15

7. **e911 Transformation – Phase 4 Site Implementation and Migration**

AT&T Consulting is providing a proposal to assist County of San Mateo with the plan, discovery, design, and integration of an e911 solution as part of their Avaya Communications Manager environment with AT&T SIP services.

At AT&T Consulting, our mission is to provide world class, objective consulting solutions and become our customer's Trusted Advisor. In this case, AT&T Consulting is proposing the plan, design, implementation, and acceptance testing of West (911Enable/Intrado) Emergency Gateways (EGW) and Emergency Routing Service (ERS) e911 service provider solution for County of San Mateo. The solution implemented will address e911 requirements concerning e911 call routing, granular caller location identification, and internal notification.

AT&T Consulting has wide-ranging experience to ensure a successful E911 implementation and integration with AT&T SIP services for a broad range of clients. AT&T Consulting will rely upon its lifecycle methodology and framework to execute this engagement. The phases and/or services of this proposal are as follows:

1. Install and System Configuration
2. Site Deployment/Migration
3. Site Testing
4. Knowledge Transfer & Documentation

1. **Install and System Configuration**

- Installation of an EGW solution
- Configure EGW and Avaya CM integration
 - IP PBX Name, Type, Version
 - Protocol
 - Endpoint ID Field
- Configure SNMP traps
- Configure Mail Server settings
- Configure NTP server
- Configure EGW and ERS connectivity information
- Provide test dial plan configuration for routing in test mode
- Configure with network connection for ERS connectivity
 - Validate system connectivity is not being blocked with packet filters, SBCs, and firewalls

2. **Site Deployment/Migration**

- Configure ERLs per site
- Configure Switch/Port list and/or Layer 3 subnets per sites
- Build ERL network maps for each site based upon the use of Subnets, switches, Switch ports or BSSIDs
 - Assign subnets to ERLs (Layer 3 subnet based discovery)
 - Assign switches to ERLs (layer 2 discovery)
 - Assign switch ports to ERLs (layer 2 discovery)
- Load the EGW with the facility information from data captured during the site survey based on either layer 2 or 3 solutions.
 - Layer 3 – Building Address, Floor/Zone/Area, IP Subnet, and/or BSSID
 - Layer 2 - Building Address, Floor/Zone/Area, Room/Cubicle, LAN Switch or port
 - Configure EGW with ERLs to Layer 3 subnets or Layer 2 LAN switches and ports
 - Provision ERLs in EGW
 - Provision Notification setting for each ERL based on information provided by County of San Mateo
 - Email
 - Audio

3. Site Testing Phase

- Conduct testing of the implemented solution according to the high-level test criteria outlined below:
 - Automatic discovery of IP phones registered to an IP PBX.
 - Track phones that move across the campus to a different switch.
 - Track a station location down to the switch port level or subnet
 - Verify that 911 calls are routed based on physical location, rather than extension.
 - Verify analog phones provisioning
 - Internal notification.
 - Place several 911 calls from different phones, zones, and locations to verify that the correct internal phone received a call identifying the extension that dialed the 911 call.
 - Verify that the appropriate Web alert (if so configured) is received with proper identification and call information.

4. Knowledge Transfer and Documentation Phase

- Finalize as-built guide documentation
- Conduct Administration training and knowledge transfer for San Mateo County technical resources

Technologies in Scope

- Avaya CM
- Avaya SES or SM
- West (911Enable/Intrado) Emergency Gateway (EGW)
- West (911Enable/Intrado) Emergency Routing Service (ERS) via AT&T A911

General Quantities

Items	County of San Mateo
Datacenter / Hub Sites	2
Hub and Remote US Sites (Transformation)	35
Endpoints	Approximately 8120

Site List

The Analog and Digital phones listed in the following table will be converted to IP phones.

No.	Site Name	Address	City	IP Phones	Analog or Digital
1	Redwood City	400 County Center	Redwood City	208	2100
2	SMMC	222 W 39th Ave	San Mateo	36	2138
3	Daly City	380 90th St.	Daly City		304
4	Mission Rd SSF	1050 Mission Rd	So. San Francisco		181
5	HSA Huntington	1487 Huntington Ave	So. San Francisco		104
6	Tower road	21 Tower Rd	San Mateo		680
7	HSA Harbor	400 Harbor Rd	Belmont		743
8	HSA Quarry	550 Quarry Rd	San Carlos		120
9	East Palo Alto	2415 University	E. Palo Alto		159
10	Middle Field	2500 Middlefield	Redwood City		119
11	Glenwood Camp	400 Log Cabin Ranch Rd.	La Honda		23
12	Alameda	2000 Alameda	San Mateo		544
13	Davis	1 Davis Ct.	Belmont	291	21
14	Fair Oaks Clinic	2710 Middlefield	Redwood City	224	
15	ELECTION	40 Tower Rd.	San Mateo	80	2
16	SHASTA	727 Shasta St.	Redwood City	40	2
17	Daly City H.S.A. (Remote)	92nd Street	Daly City	Included Above	Included Above
18	Health Plan of San Mateo (Remote)	801 Gateway Blvd	South San Francisco	Included Above	Included Above
19	Halfmoon Bay Clinic (SMMC Remote)	225 Cabrillo Hwy	Halfmoon Bay	Included Above	Included Above
20	SSF Clinic (Mission Remote)	306 Spruce	South San Francisco	Included Above	Included Above
21	San Carlos Airport (SMMC Remote)	620 Airport Way	San Carlos	Included Above	Included Above
22	San Mateo Grant Yard	752 Chestnut Street	Redwood City	Included Above	Included Above
23	Probation Pre-Trial	601 Allerton Street	Redwood City	Included Above	Included Above
24	SAMCERA	100 Marine Pkwy	Redwood City	Included Above	Included Above
25	Agriculture RWC	728 Heller Street	Redwood City	Included Above	Included Above
26	Agriculture San Bruno	883 Sneath Lane	San Bruno	Included Above	Included Above
27	BHRS Brewster	802 Brewster Ave	Redwood City	Included Above	Included Above
28	Canyon Oaks Youth	400 Edmonds Road	Redwood City	Included Above	Included Above
29	Receiving Home	31 Tower Road	San Mateo	Included Above	Included Above
30	Crime Lab	50 Tower Road	San Mateo	Included Above	Included Above
31	WIC San Mateo	477 9th Avenue	San Mateo	Included Above	Included Above
32	WIC RWC	2342 El Camino Real	Redwood City	Included Above	Included Above
33	WIC EPA	2160 Euclid Ave	E. Palo Alto	Included Above	Included Above
34	Coyote Point	1701 Coyote Point Drive	San Mateo	Included Above	Included Above

No.	Site Name	Address	City	IP Phones	Analog or Digital
35	Sequoia Teen Clinic	200 James Ave	Redwood City	Included Above	Included Above

3. Deliverables

Deliverables for SIP Transformation – Phase 2 - Design Config and Test

AT&T Consulting will provide documentation during and at the conclusion of the project, that includes the following:

1. Consolidation of current network documentation and integration of any documentation created during the engagement to augment what exists now.
2. Detailed Design Guide – (Microsoft Word)
 - a. Physical / logical topology and connectivity.
 - b. Application integration and support (e.g., PBX, Contact Center / ACD / IVR, UC, etc.)
 - c. Dial plan and call routing
 - d. IP addressing and routing architecture.
 - e. Call flow diagrams included in document and separate Microsoft Visio diagrams included
 - f. SBC configuration
3. Configuration of Centralized SIP trunking solution, which includes WAN Routers, SBC, and integration to IP PBX.
4. System and Acceptance testing documentation (Microsoft Excel)

Deliverables for SIP Transformation – SIP Transformation - Phase 3 Site Migration

AT&T Consulting will provide documentation during and at the conclusion of the project, that includes the following:

1. Consolidation of current network documentation and integration of any documentation created during the engagement to augment what exists now.

Deliverables for e911 Transformation – Phase 4 - e911 Site Implementation and Migration

AT&T Consulting will provide documentation during and at the conclusion of the project, that includes the following:

1. Site configuration of Emergency Gateway (EGW)
 - a. ERLs for thirty-five (35) remote locations
2. Functionality/Site Acceptance test results documentation
3. As-build documentation of the e911 solution
4. System administrator training/knowledge transfer

4. Services Out of Scope

The following activities are out of scope for this effort but can be provided using the AT&T change control process. AT&T Consulting will not provide as part of this effort:

1. A comparison of multiple SIP carriers and/or equipment manufacturers is excluded.
2. Physical cable plant, environment, power, and HVAC analysis.
3. Business need discovery or analysis for customer contact support by the County of San Mateo contact center.
4. Components, applications, changes, or implementation of any contact center or any related application or component.
5. Analysis of contact center performance, staff sizing, or customer experience.
6. Financial or operational review.
7. Simulation load testing of the SIP trunking environment.
8. Any features, functions, hardware, software, or services not specifically stated and detailed as AT&T Consulting deliverables within this statement of work are not included.

9. Any pricing as it relates to the cost of new or additional networking hardware (i.e. Avaya products)
10. Ongoing Day 2 support of solution.
11. Components, applications, changes, or implementation of any contact center or any related application or component.
12. Conduct onsite site walkthrough/survey
13. Conduct Wi-Fi Site survey and discovery
14. Perform site cabling inventory via "tone and tag"
15. Any pricing as it relates to the cost of new or additional networking hardware (i.e. CPE equipment)
16. Any function, hardware, software, or service not specifically stated as AT&T Consulting deliverables.

AT&T Consulting will sponsor a "Project Kick-Off" meeting to: review this SOW, obtain any information required from County of San Mateo but not yet received, and discuss working arrangements not defined in this SOW.

Each party will designate a Single Point of Contact (SPOC) that has the authority to represent such party and has decision-making authority for most matters. All material communications should be conducted through the SPOCs. Such communications should either be in writing or summed up in writing. However, it is recognized that for the sake of efficiency, there will need to be direct communications between the AT&T Consulting consultant and various San Mateo County employees. Any conversation that may have a material outcome on the success of the engagement will need to be documented and sent to the SPOCs.

AT&T Consulting and San Mateo County will establish a mutually agreeable working schedule and delivery plan as the first phase of this engagement.

5. Assumptions

The assumptions below were used by AT&T Consulting to scope this engagement based on information provided to it by County of San Mateo. If any of these assumptions prove to be invalid, the parties agree to resolve the situation via the Change Order Process. Notwithstanding the foregoing, neither of the parties is bound to use the Change Order Process in the event of a material breach by the other party.

- County of San Mateo will be responsible for ensuring that all necessary personnel are available to AT&T consultants in a timely manner and ensure cooperation of vendors and partners as needed. All telephony product manufacturers and providers related to this project will provide any product-specific information required by this project in a timely fashion.
- The County of San Mateo will identify primary on-site contacts and key personnel necessary to conduct required assessment activities. All pertinent documentation will be provided in a consolidated format.
- County of San Mateo has ordered and received new or has existing transport for the IP Flexible Reach and IP Toll Free service prior to start of the Detailed Design & Engineering phase of the project.
- County of San Mateo has ordered the centralized IP Flexible Reach and IP Toll Free service by the start of the Detailed Design phase.
- County of San Mateo has procured and received SIP core infrastructure equipment such as SBCs and switches prior to start of the Detailed Design & Engineering phase of the project.
- AT&T Consulting is performing the migration/number porting cutovers of four sites (4) per week.
- Provide all necessary network access (logins, passwords, etc.) to AT&T Consulting at the start of the engagement.
- Provide AT&T Consulting's consultants with the necessary physical and/or system access required to complete the deliverables.
- Provide or purchase new software and software support agreement for all software products used in the implementation. AT&T Consulting will be allowed to use the support services if problems arise in the testing or implementation process. AT&T Consulting's use of these agreements will be limited to issues arising out of this engagement.
- SBC implementation activities will cover two (2) locations.
- AT&T Consulting estimates that approximately 0-25% of the consultant work required will be performed on site, depending on County of San Mateo requirements. The engagement manager will provide remote support. Consultants work 40 hours per week during local standard business hours, with travel time allotted during the work week for on-site activities.

- Working hours for this engagement will be normal business hours (Monday to Friday, 8AM to 5PM excluding holidays), with the exception of any work that would interfere with County of San Mateo's business or operations such as upgrades to live equipment.
- AT&T Consulting assumes that there will not be any special conditions or restrictions that would affect a productive workday.
- All work will be performed on consecutive workdays unless otherwise agreed upon in the project plan.
- Work will include both on-site and off-site service delivery, at County of San Mateo. Working schedule will be communicated to County of San Mateo on a weekly basis. On-site delivery will require an appropriate work space with wireless Ethernet connection, guest access to the Internet permitting VPN access to AT&T Corporate VPN, and access to network laser printer
- All items listed in the Client Responsibilities section of the SOW are met, delivered, or provided (as appropriate) in a timely manner.

6. **Completion Criteria**

This engagement will be deemed completed when the following items have been accomplished or occur:

- When the term of this engagement is completed, or
- In the case of early termination, County of San Mateo provides 2-weeks advance notice of completion of the engagement.
- Sunset clause for the existing approved contract terms between the State and agency eliminates the ability to formally continue the work delineated in this SOW.

7. **Client Responsibilities**

County of San Mateo agrees to provide timely access to all personnel, resources (including all necessary hardware, software, network access, adequate and secure workspace, and telephone access) and requested information that is deemed necessary by AT&T Consulting to ensure that AT&T Consulting can fulfill its commitments stated herein.

County of San Mateo also specifically agrees to assign a SPOC to represent County of San Mateo. The SPOC will have decision-making authority for most matters that may arise.

If County of San Mateo fails to perform any of the responsibilities set forth herein, the parties agree to resolve the situation via the Change Order Process. Notwithstanding the foregoing, neither of the parties is bound to use the Change Order Process in the event of a material breach by the other party.

8. **Communications Plan**

A) Kickoff Meeting

- All key individuals that are referenced by title only in this SOW will be identified to the other party. This includes the SPOCs, Engagement and Network Engineers and lead consultants.
- This SOW will be reviewed and any questions or issues will either be resolved at the meeting or will be documented and the results communicated in writing as soon as practical.
- All key stakeholders within County of San Mateo will be identified and their email and phone numbers provided for future reference. Ideally, most if not all of these stakeholders will be in attendance for the kickoff meeting.
- All individuals that are to receive the weekly status reports will be identified. Agreement to the form of delivery (e.g. hard copy, email) should also be specified.
- The AT&T Consulting Engagement Manager will document the discussions and forward the minutes to the County of San Mateo SPOC (and other County of San Mateo personnel as appropriate).

B) Project Plan/Project Timeline

AT&T Consulting and County of San Mateo will agree to a project plan that will, at a minimum, identify milestones, deliverable dates, responsible party(ies) and any predecessor activities. This plan will be maintained throughout the

engagement. Both parties agree to use the project plan as the primary vehicle for measuring progress of the engagement.

C) Status Reports

A status report will be provided weekly and reviewed in the status review meeting.

D) Status Meetings

- The initial expectation is that they will be held weekly although the timing may be adjusted based on the needs of the engagement.
- At a minimum the County of San Mateo and AT&T Consulting SPOCs will be in attendance. Additional parties will be invited based on the needs of the engagement.
- AT&T Consulting will provide an update as to the overall status of the engagement and plans for the coming week that will involve County of San Mateo personnel or resources.
- Discussion and resolution of any non-critical issues that are occurring.
- Review of any issues that have been escalated.
- Notification to the other party of any planned absences of key personnel.
- Review of the Project Plan.
- AT&T Consulting will document the discussions and forward the minutes to the County of San Mateo SPOC (and other County of San Mateo personnel as appropriate).

9. Escalation Process

Both parties agree to use the following escalation process when a situation arises that either party feels could jeopardize the overall success of the engagement. Either party may initiate the escalation process, by contacting the named individual at the top of the table. If the initiating party feels that the situation: hasn't been adequately resolved; isn't being resolved quickly enough; or is of sufficient magnitude to cause significant damage to the overall relationship, they may proceed along the escalation path, as they deem appropriate. Initiation of this process is restricted to the individuals that are named in the escalation path for their party.

A) AT&T Consulting Escalation Path

NAME	TITLE	EMAIL	PHONE NUMBER
Alex Krstic	Manager, Professional Services & SPOC	ak318W@att.com	650-450-2328
Chris Vaughan	Business Development Manager	Chris.vaughan@att.com	510-305-6367
Jim Thomas	Director, AT&T Consulting West	Jt1787@att.com	313.880.0910
Russ Rusch	Executive Director & General Manager	Russ.rusch@att.com	617.217.1434
Dave Mingo	Senior Vice President, AT&T Consulting	David.mingo@att.com	952.949.2489

B) County of San Mateo Escalation Path

NAME	TITLE	PHONE NUMBER
Jose Mejia	Telecommunication Services, Manager -- ISD	(925) 286-1705
Martin Torres	Operations Division, Director -- ISD	(209) 969-0973

Escalations of a more tactical or technical nature will be handled between the AT&T Consulting Engagement Manager and the appropriate County of San Mateo organization with their SPOC serving as an escalation point.

10. Initiation of Work

The Services to be provided by AT&T Consulting under this Statement of Work will commence on or about **July 15, 2018**. In order for work to begin, AT&T Consulting will require receipt of the fully executed SOW and any documents (e.g., purchase order or master contract) required by County of San Mateo policy at least 10 days prior to the initiation of work. The Kickoff meeting will mark the official start of this engagement.

If for any reason both parties agree to start the engagement (i.e. conduct the Kickoff meeting) later than **July 15, 2018**, any reference in this SOW to a specific start or completion date of a deliverable or other event shall be extended one business day for each business day that the Kickoff meeting is delayed.

11. Engagement Team

AT&T Consulting will provide an engagement team consisting of:

Title	Qty	Responsibility
Network Engineer	1	Network Engineer is an expert in migration of activities related to SIP Projects. This includes activities defined in migration technical Planning, Technical Governance, and Site Migration. . The Network Engineer is responsible for the telephone number porting process and schedule
Network Engineer II	1	Network Engineer II is the project technical lead for the engagement. Network Consultant II resource is an expert in the technical aspects of SIP Migration and has responsibility for Detailed Design, Execution of the Core SIP Infrastructure, Acceptance Testing, Site Migration, and Knowledge Transfer. The resource will be engaged from the beginning to the completion of the Centralized SIP trunking project.
Senior Engineer	1	The Senior Engineer has multiple responsibilities including the responsibility for project technical escalations.
Engagement Manager	1	The Engagement Manager has multiple responsibilities including the responsibility for the quality of the engagement delivery. Responsibilities include: assignment of resources for the engagement, coordination of kickoff-meeting, accuracy of billing, and first point of escalation.

12. Estimated Duration, Charges and Expenses

Based on the information provided to AT&T Consulting and on our professional experience, it is estimated that the engagement will be completed in **approximately 14 weeks** excluding any pauses, freezes, or holidays.

The estimated cost for the engagement is **\$273,650** inclusive of travel and related expenses. This project price estimate is based on time and expenses. County of San Mateo will be billed for actual time worked.

The rate structure for this engagement is:

Title	CALNET ID #	Rate per Person	Role	Comments	Estimated Labor Charge
Network Engineer	ATTNC1	\$150 per hour	E911	130 hours; part time	\$19,500
Network Engineer II	ATTNC2	\$200 per hour	E911	520hours; full time lead technical resource	\$104,000
Senior Engineer	ATTSC	\$250 per hour	E911	37 hours; par time	\$9,250
Network Engineer	ATTNC1	\$150 per hour	SIP	131 hours; part time	\$19,650
Network Engineer II	ATTNC2	\$200 per hour	SIP	560 hours; full time lead technical resource	\$112,000
Senior Engineer	ATTSC	\$250 per hour	SIP	37 hours; par time	\$9,250
Total					\$273,650

AT&T Consulting will provide regular status updates to County of San Mateo so that the budgetary impacts may be monitored as work progresses. If during the course of the engagement, it is determined that the work will extend past the expected duration, then the Change Order Process will be used to provide additional funding. Both parties agree and acknowledge that this engagement is a variable-cost offering and should not be considered a “fixed priced bid” nor a “not to exceed” quote. Rather, work will be billed at actual costs incurred.

E911 Transformation Gantt Chart

Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Project Kickoff																		
Plan, Discovery, and Design																		
Site Survey/Network Remediation																		
Install and Configuration																		
System Testing																		
Site Deployment/Migration																		
Site Testing																		
Knowledge Transfer																		

SIP Transformation Gantt Chart

Week:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Kickoff, Program initiation																		
Detailed Design																		
Transformation Planning																		
Execute Core Deployment																		
Acceptance Testing																		
Execute Transformation and Governance																		
Knowledge Transfer																		

13. Invoicing and Payment

While both parties agree and acknowledge that this engagement is a variable-cost offering and should not be considered a “fixed priced bid” nor a “not to exceed” quote, no additional work will be performed if such activity will result in exceeding the dollar amount listed on Customer’s PO, unless, prior to commencing work, AT&T Consulting has received approval in writing that the value of the PO has been increased in the form of a change order issued by the Procurement Dept.

AT&T will provide a billing spreadsheet for each invoice that details the hours worked within the invoice. The information provided will include hours worked or charges per court, hours per role or charge per service, and a summary of hours and charges to date. Additional information can be included on a mutually agreed upon basis.

Invoicing will be performed monthly on the last business day of each month. Customer is responsible for all applicable taxes, except for taxes due on the net income of AT&T and / or AT&T Consulting.

Fee will be based on the applicable Customer Purchase Order (PO.). In no event will the fees for the Services provided under this Statement of Work exceed the total cost in **Section 12. Estimated Duration, Charges and Expenses**, without Customer’s prior written approval.

- All invoices against this SOW must reference the applicable PO number and be submitted directly to the Customer’s Accounts Payable address as shown on that PO.

Project Phases			
SIP Transformation	Phase 2	Migration Planning Design Config Test	\$53,400.00
SIP Transformation	Phase 3	Site Migration & Knowledge Transfer	\$99,000.00

Project Phases			
e911 Transformation	Phase 4	Site Implementation and Migration	\$121,250.00
	TOTAL		\$273,650.00

14. Resource Management

AT&T Consulting reserves the right to rotate personnel when necessary. AT&T Consulting will work with County of San Mateo to reasonably mitigate disruption caused by this rotation. AT&T Consulting will develop a rotation plan to be reviewed by County of San Mateo and will assume the incremental costs associated with up to 1 week of overlapping resources. If County of San Mateo requires a longer period of overlapping resources, both resources will be billed at the full rate.

AT&T Consulting consultants will follow County of San Mateo policies when working at County of San Mateo facilities so long as such policies do not violate applicable state or federal law. This includes but is not limited to issues such as dress code, workplace conduct and security.

15. Change Order Process

The parties agree that this SOW may be amended by a Change Order Form, prepared by AT&T Consulting, for one or more of the following reasons:

- The occurrence of any of the Risks.
- The invalidation of any of the Assumptions.
- Failure of County of San Mateo to meet its Client Responsibilities.
- Changes in the Description of Work or Deliverables requested by County of San Mateo and agreed to by AT&T Consulting.
- Delays caused by factors outside of AT&T Consulting's control.
- The occurrence of any other event or the discovery of any other information that affects AT&T Consulting's ability to perform the engagement as specified herein.
- Any other mutually agreeable reason.

The remedy to any of the above may include changes to: the composition of the engagement team, duration, delivery schedule, pricing, scope of the engagement and/or deliverables.

County of San Mateo will endeavor to obtain the necessary approvals, signatures and, if required, a purchase order for any additional costs. County of San Mateo will return the signed form to AT&T Consulting who will countersign the form, distribute it to the appropriate parties.

Whenever there is a conflict between the terms of a fully executed Change Order Form and those in this SOW, or a previous fully executed Change Order Form, the terms of the most recent fully executed Change Order Form shall prevail.

16. Engagement Contacts

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