



Turn-key 9-1-1 Vesta-NXT Cloud Call Handling solution for Redondo Beach Police Department

Redondo Beach Police Department
401 Diamond Street
Redondo Beach, CA 90277

Contract # 6146-2020

6 Position Vesta-NXT Cloud Call Handling Solution

Document Revision History

Revision Date	Revision Number	Summary of Changes/Rationale
10/02/24	0	Initial SOW Template
10/23/24	1	Modified language per CalOES requests
11/04/24	2	CalOES approved modified lang changes

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1. Project Overview

This Statement of Work, (SOW) shall document the products and services to be delivered by Frontier for the scope of the above listed project as well as clearly defining the responsibilities of all parties listed within. Frontier will be installing a turnkey (6) position Vesta-NXT 9-1-1 Cloud Call Handling System per the 911 Systems and Services Master Purchase Agreement # 6146-2020. As detailed in Appendix E.

a. System overview:

Frontier will be installing a turnkey (6) position Vesta-NXT 9-1-1 Cloud Call Handling System. Frontier will provide the necessary LAN connections for the new system including redundant switches, firewalls, workstations monitors, peripherals, ancillary equipment and cabling. The customer must provide us with (2) dedicated 120 Volt, 20 Amp NEMA 5-20R receptacles in the backroom and (1) NEMA 5-15R (minimum) receptacle for each workstation. Frontier will interface existing NENA standard recorder, radio and CAD interfaces.

Network Connection Details:

The new system will connect to the existing CA NG911 Core Service Providers as well as the (10) existing 9-1-1 CAMA trunks. It will interface the existing (40) 10-digit emergency lines, administration lines and ring-down lines via SIP interface. Detailed Line and Trunk information to be provided to the PSAP and California 9-1-1 Emergency Communications Branch 9-1-1 Advisor after the call flow meeting.

b. **System Programming:** Frontier technicians along with Motorola remote field engineering will program the system as per the parameters set forth with the customer during the call flow meeting. This meeting takes place soon after the system is ordered. Once programmed the system is put through a comprehensive test process that follows a complete Site Verification Checklist. Our Quality of Service (QoS) verification confirms network performance requirements and voice call quality before any live Call Handling is attempted.

c. Special Integration Requirements:

List any special integration that may be required, all equipment interfaces must meet minimum NENA standards. N/A

d. Building Modification Requirements:

List any building modifications that may be needed. N/A

2. Change Requests

a. During the course of a project circumstances may dictate that a change is made to the scope of work. Either the customer or Frontier can initiate changes to the project. Changes can occur because of a change in the customers' business requirements, advances in technology. The Project Manager or Lead Technician must document the reason the change was requested, the effect on the solution, and changes to the project cost and schedule. This information is kept in the project change log, which forms part of the regular project status report.

Change orders will be allowed upon approval from both the PSAP and the CA 9-1-1 Branch.

Include a copy of vendor change order form

See appendix f. for change order form.

3. Acceptance Testing

a. Acceptance Test Plan:

In accordance with 911 industry best practices, Frontier will assist with the test plan as outlined in Appendix h. as well as any additional manufacturer testing that may need to be completed. Acceptance testing shall commence on a date and time mutually agreed upon by the customer, within 10 business days, following receipt of the certificate of system readiness and shall end when the equipment and software have met the standard of performance Acceptance Testing Criteria for a period of 240 consecutive hours.

b. Move Add and Change Process:

Once Acceptance has been signed off by the authorized PSAP representative, if a Move, Add or Change, (MAC) is needed to the system the PSAP can call the Frontier 911 Customer Care Center to Generate a MAC Ticket (24X7X365) @ 800-339-2870. Frontier's labor rates for MAC activity is \$200.00 per hour maximum.

4. Names of Responsible Parties and Contact Information

Functional Area	Primary Resource (s)	Escalation
Frontier Sales	Kym Sargent (805) 312-3744 Email: Kym.Sargent@ftr.com	Dan Kelley, (916) 704-1202, Email: Dan.kelley@ftr.com
Frontier Engineering	Dan Kelley, (916) 704-1202, Email: Dan.kelley@ftr.com	
Frontier Project Management	Gloria Beard (503) 233-6220 Email: Gloria.Beard@ftr.com	Kathy Mcevoy 260-443-5678 kathy.mcevoy@ftr.com
Frontier Technical Support	Tyrone Hicks 911 Service Manager (508) 981-7254 tyrone.hicks@ftr.com	Tim Allen, National 911 Manager (233) 895-1874 or timothy.allen2@ftr.com
PSAP Manager	Jason W. Kilpatrick (310) 379-2477 Email: Jason.Kilpatrick@redondo.org	N/A
PSAP Primary Contact	Same As Above	N/A

5. Responsibilities

a. Frontier's Responsibilities;

- Delivery of equipment
- Disposal of packaging materials and debris.
- Dressing of all cables.
- Identification and labeling of all cables.

- Training.
- Installation of appropriate cabling from equipment room to all positions.
- NENA standard ANI/All interface supplied to the Agency owned CAD system.
- Installation of demarcation punch block for audio source and logging recorder.
- Installation of interface jacks for phone handsets.
- Any damage caused by Contractor (or Contractor's agent) to equipment, building, or other property.

b. PSAP Responsibilities;

- Security of equipment and site Equipment Room
- Provide secure access to the 911 backroom and dispatch room.
- Conduit and coring of walls.
- Adequate power and power outlets and circuit breakers.
- All radio, CAD and recorder equipment not being provided by Frontier
- Adequate security to prevent theft of equipment.
- On-going upkeep for room requirements listed below.
- Technical expertise from Agency's other vendor's during planning, installation and cut-over.
- Facilitate the resolution of any problem determined with these interfaces pertaining to the radio, CAD, recorders, or other Agency owned interfaces.

The Equipment Room requirements are as follows:

Environmental ranges:

Operating temperature 50° to 80°F; +/- 5%.

Operating humidity 20% to 80% relative humidity. non-condensing

Storage temperature -67° to 158°F; -55° to 70°C

Storage humidity up to 95% relative humidity

- The equipment room environment should be dry, clean and well ventilated.
- The equipment area should be well lit, easily accessible and free from excess vibrations.
- It is recommended that the floor be a tiled floor, computer floor or sealed concrete. If the only alternative is carpeted flooring, then a true anti-static mat must be supplied. Static mat must be 3-feet larger than the module base on all four sides.
- The floor must be capable of supporting 104 lbs. per square foot.
- A minimum ceiling height of 8ft is required.
- Clear of opening doors, drawers, etc.

Rack Locations:

The racks MUST NOT be located in an area that is:

- Under water or steam pipes.
- Under or near sprinkler systems. Where sprinklers are required to meet building codes, they must be equipped with high temperature heads and protected by a wire cage.
- Within 10ft. of a copy machine, paper shredder, welder or non-shielded radio transmitters.
- Next to a building heating system.
- Near a window where sunlight may fall on any portion of the equipment.

NOTE: The equipment racks should have a minimum of 24" clearance in back, and

36" in front and between the end of the racks and the wall to accommodate for access to the front and rear of the racks during installation and maintenance.

Power & Breaker Panels

Receptacle and Circuit Breaker Requirements:

Equipment Room

- Agency will provide two (2) 120 Volt NEMA 5-20R dedicated circuits within 6 feet of the system rack. Each circuit must be wired to an individual 20-ampere circuit breaker and provide (1) fourplex outlet with individual hot, neutral and ground wire.
- All AC systems require a #10 AWG Personal Hazard Ground conductor from the IG Bus within the AC panel to an Agency provided ground window/bus installed in the switch-room. This ground conductor must be identified and labeled at both ends.

Intelligent Workstation Positions

- Each Intelligent Workstation position requires one dedicated 15-ampere circuit. Each circuit must be wired to an individual 15-ampere circuit breaker. Each circuit must provide (1) fourplex outlet with individual hot, neutral and ground wires. Circuits may be shared with the Agency LAN connected workstation at each position; however, it is agreed that no additional equipment is to be connected.

Equipment Removal

- Frontier will de-install the existing equipment but will not dispose of it since it is a customer owned asset.

6. Revised PSAP Profile ECats

Frontier will provide updated PSAP profile to the customer as well as MIS Statewide provider within 2 weeks after cutover, currently ECaTs.

7. Installation Schedule (All Dates Negotiable and dependent on customer schedule/timeline)

Task Name	Target Start Date	Target Finish Date
Funding Approval from State of CA (Signed TD-288 and PSAP zero-dollar PO)	11/08/2024	11/15/2024
Order Equipment	11/18/2024	11/22/2024
Equipment Delivery	11/25/2024	12/12/2024
Equipment Installation	12/13/2024	1/13/2025
PSAP Site Ready	1/14/2025	1/20/2025
Freeze Dates	TBD	
Training	TBD	
System Cutover and In-Service	TBD	
Customer acceptance	TBD	

8. Service Term

Frontier will adhere to the terms of the Contract Agreement # 6146-2020 for the term of 5 years with monthly service extension available for an additional 2 years.

9. Maintenance Plan

a. Remote maintenance processes:

Off-site personnel are able to remotely access the 911 system and are able to perform the following tasks:

- Modify the answering IWSs parameters
- Modify the user login ID information and permission
- Modify the 9-1-1 trunk parameters if applicable
- Modify the Central Office (CO) line parameters if applicable
- Modify the ring-down line parameters if applicable
- Assign a module or a port to give the Contractor the ability to
- View quickly a multitude of system settings for each entity
- Reconfigure advanced settings to adapt the system to the exact requirements of a particular setup
- Customize the system according to the operational preferences of each PSAP
- Upgrade the system for new or expanded uses
- Troubleshoot the system.

b. Preventative Maintenance: The Frontier local technician or Tier 2 technical personnel will review diagnostic data and run maintenance related reports in order to prevent problems from occurring in advance. This is in accordance with the manufacturer's recommendations.

c. Remedial Maintenance: As defined in the CalOES agreement 6146-2020 each Critical Failure will be resolved within four (4) hours of notification to the contractor's customer support center or by alarm, whichever comes first. Each Major Failure will be resolved within eight (8) hours of notification to the Contractor's customer support center or by alarm, whichever comes first. Each Minor Failure will be resolved within 48 hours of notification to the Contractor's customer support center or by alarm, whichever comes first.

d. Technician Expertise: Frontier 911 Technicians are factory trained specifically for the system being installed to perform maintenance and MAC activity, in addition Frontier technicians have 24X7X365 access to our Tier 2 technical support group as well as the manufacturer technical support when required.

e. Trouble Reporting Procedures: The following contact numbers to report trouble and the escalation procedures are as follows:
Generate a Trouble Ticket with Frontier 911 Customer Care Center (24X7X365) @ 877-245-3511.

f. Items not included in the maintenance plan:

Operating System updates on workstations, and Hardware updates.

Maintenance Escalation:

1st level escalation: Tyrone Hicks 911 Service Manager (508) 981-7254
tyrone.hicks@ftr.com

2nd Level escalation: Tim Allen, National 911 Manager (233) 895-1874 or
timothy.allen2@ftr.com

10. Training

a. Training Syllabus:

- **V9-1-1 AGENT TRAINING:** VESTA® 9-1-1 Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA® 9-1-1 Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.
- **V9-1-1 ADMIN:** VESTA® 9-1-1 Admin bundle includes (1) 1 1/2 day class of Admin training for up to 8 students.
- **V-ANLYT ADMIN TRAINING:** VESTA® Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students.
- **Post cutover:** The Frontier Implementation team will roam the PSAP checking in with users to be sure they are comfortable with the new equipment.

11. SOW Approval

A signature below indicates customer concurrence with the content of the SOW.

Name of Authorized PSAP representative	Signature	Date
Daniel D. Kelley	 <p>DocuSigned by: <i>Daniel D. Kelley</i> 8C5E180EC18B494...</p>	11/13/2024 4:53 PM PST

12. Appendices

Appendix a. Site Certification Document

Site Survey

A site survey has been made and site modifications will not be needed to meet the requirements for equipment installation. It is not expected that any modifications will be required at the time of site survey. However if changes are made that Frontier is unaware of any additional costs that are incurred for delays due to construction or site modifications will be the responsibility of the Agency. Work will be rescheduled upon completion of the required modifications.

Hazardous Materials

Customer shall maintain Customer's location where Frontier is to perform work in a suitable and safe working environment, free of Hazardous Materials. Frontier does not handle, remove or dispose of, nor does Frontier accept any liability for, any Hazardous Materials at Customer's location. If Frontier encounters any such Hazardous Materials, Frontier may terminate this Statement of Work or suspend performance until Customer removes and cleans up at its expense Hazardous Materials in accordance with this Statement of Work and applicable law. For purposes hereof, "Hazardous Materials" means any substance whose use, transport, storage, handling, disposal, or release is regulated to any law related to pollution, protection of air, water, or soil, or health and safety.

Minimum Requirements

- Customer is to verify, (install if necessary) backroom equipment has two 20 Amp breakered circuits dedicated to and installed at the 911 rack with a 20 Amp duplex NEMA 5-20R receptacle.
- Room for the equipment in existing rack space (generally not more than 80 RU max).
- Verify and install if necessary, a dedicated 120VAC electrical circuit (NEMA 5-15R receptacle) at each workstation position.
- Provide UPS for Backroom and Positions

Authorized Agency Representative understands that the modification listed above must be completed prior to Frontier commencing installation.

Authorized Agency Representative accepts modification list.

Date

James A. Light, Mayor

Authorized Agency Representative certifies modifications completed (if necessary or N/A)

Date

ATTEST:

Eleanor Manzano, City Clerk

APPROVED AS TO FORM:

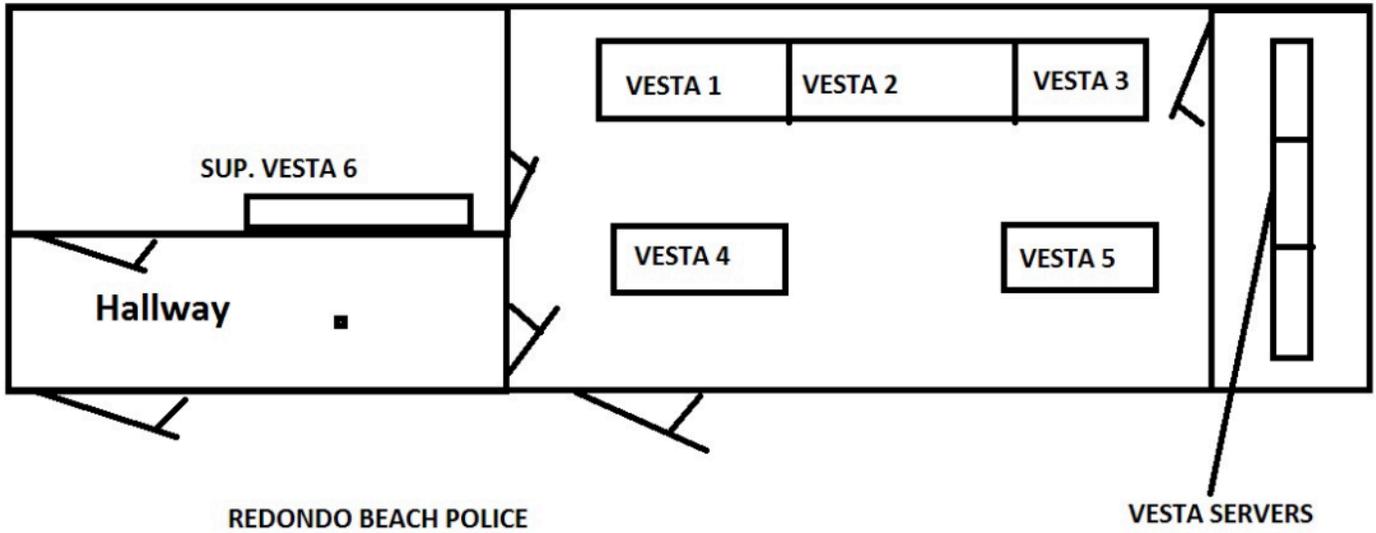
Michael W. Webb, City Attorney

Appendix b.

Building and Environmental changes that the PSAP must make to accommodate the new or updates system.

PSAP must provide proper environmental conditions for the server room.

Appendix c. PSAP Floor Plan



Appendix d.

Diagrams of telephone facilities room at the PSAP:

Included above

Appendix e. Solution Detail

<i>Qty</i>	<i>Line Item</i>	<i>Feature Name</i>	<i>Description</i>
	22.2.1	NG 9-1-1 CPE Services (0-100 Busy Hour Calls)	0-100 Busy Hour Calls
1	22.2.2	NG 9-1-1 CPE Services (101-300 Busy Hour Calls)	101-300 Busy Hour Calls
	22.2.3	NG 9-1-1 CPE Services (301-750 Busy Hour Calls)	301-750 Busy Hour Calls
	22.2.4	NG 9-1-1 CPE Services (751-1450 Busy Hour Calls)	751-1450 Busy Hour Calls
	22.2.5	NG 9-1-1 CPE Services (1451-3600 Busy Hour Calls)	1451-3600 Busy Hour Calls
	22.2.6	NG 9-1-1 CPE Services (3600+ Busy Hour Calls)	3601+ Busy Hour Calls
1	22.3.1	NRC Integration Equipment Install at PSAP Per PSAP	Integration equipment and installation at PSAP less than 750 calls per hour
	22.3.2	NRC Integration Equipment Install at PSAP Per PSAP	Integration equipment and installation at PSAP greater than 751 calls per hour
6	22.3.3	NRC PSAP Display Equipment Install Per Pos	Installation of monitors, computer, keyboard and other ancillary equipment
6	22.3.4	NRC PSAP Display Equipment Per Pos	Display equipment including but not limited to: monitors, computer, keyboard and other ancillary equipment
	22.3.5	NRC Basic API Development Per API	One time 1-3 month API development outside of NENA i3 and SOW requirements
	22.3.6	NRC Intermediate API Development Per API	One Time 3-6 month API development outside of NENA i3 and SOW requirements
	22.3.7	NRC Complex API Development	One Time 6-9 month API development outside of NENA i3 and SOW requirements
	22.3.8	IP Phone Set each	One time cost, upon PSAP request
	22.3.9	Reader Boards each	One time cost, upon PSAP request
1	22.3.10	NRC CAMA Install	One time install per PSAP for PSAPS with 20 or less CAMA connections

Appendix f. Change Order Forms



CPE & RELATED SERVICES CHANGE ORDER FORM

Date _____

<p>Order Information</p> <p>Order/Project Number _____</p> <p>Change Order Number _____</p> <p>Customer Name _____</p> <p>Product Family: VOICE/E-9-1-1</p> <p>STATS Number _____</p> <p>UTACS Number _____</p> <p>CPE BTN # _____</p>	<p>Contact Information</p> <p>Requester's Name _____</p> <p>Requester's Phone _____</p> <p>Requester's E-mail _____</p> <p>Field OPS Approver's Name _____</p> <p>Field OPS Approver's Phone _____</p> <p>LEASE _____</p>
---	--

Add Equipment:					
UPN #	Quantity	Description	Part Number (Optional)	Unit Price	Extended Price
Total Adds					\$0.00

Add Labor and/or Services:				
S & E Code	Quantity	Description of Labor and/or Services	Unit Price	Extended Price
Total Adds				\$0.00

Return Equipment or Deletion of Labor and/or Services:				RMA No.	
Return Type:					
UPN # or S & E Code	Quantity	Description	Part Number (Optional)	Unit Price	Extended Price
Total Returns					\$0.00
Total Net Change					\$0.00

Sales Price Reconciliation (excluding sales tax)	
	Original/Previous Sales Price
	Net Change from this Change Order
	\$0.00
	Revised Sales Price
	\$0.00
Shipping and Handling charges for Change Orders will be added to the final invoice	

Description of Labor and/or Services Changes: Describe the Labor and/or Services changes that are to be implemented, if approved, and the impact to the project:

Signatures

This Change Order Form effective as of the date signed by the customer, is made by and between Frontier (as identified below) and Customer and is governed by the Statement of Work of the State of California Standard Agreement 4158=6 dated April 10, 2017. Frontier shall have the option to pass-through to the Customer all restocking charges which may occur in the event equipment is canceled or returned by the Customer prior to installation of the system in accordance with the contract and Statement of Work. Furthermore, Frontier shall not be obligated to issue credit or refund for any Specialized Equipment ordered by the Customer.

Customer	Frontier Communications Inc.
(By)	(By)
(Print Name)	(Print Name)
(Title)	(Title)
(Date)	(Date)

For Frontier use only for equipment return
Supply Chain Services Approval _____