

Statement of Work



Peralta Community College District

Cisco Emergency Responder - Phase 1

Remediate 911 Dialing

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Presented by:

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NETX
PERTS INC.
All Net, All the Time

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1. NetXperts Methodology Overview

NetXperts leverages a services methodology approach to achieve cross-platform compatibility between systems. This methodology consists of several phases.

- Prepare
- Plan
- Design
- Implement
- Operate
- Optimization

By leveraging this framework, NetXperts is able to prepare, plan and design the solution to make sure the results will be accepted and cross-platform compatibility between systems will be achieved. To successfully plan, design, implement, and support the solution, NetXperts employs experienced system engineers and project managers who have finished complex multi-vendor projects in the past.

Preparation and planning include discovery of business challenges and reviewing possible solutions that can address these issues. NetXperts will leverage subject matter experts to work through these phases. (Whether it is Unified Communications, Mobility, Security, Applications, Active Directory, Storage, Etc.)

Planning and design come together to ensure that project will address business requirements. These phases look at different angles to see if actual issues such as cost, timing, and ROI evaluation have been addressed.

Design and implementation include final review of design and timelines. Beginning stages of project management come into play as we map out project plan, resources, obstacles, impending events and risks.

Before implementation and operation phase starts, we have come to agreements on the following areas: solution, design, costs, timeline and risks. We begin implementation and start implementing operating procedures and training.

To make sure highest level of functionality is achieved, NetXperts will develop extended test plan that is required to be met at the end of the implementation.

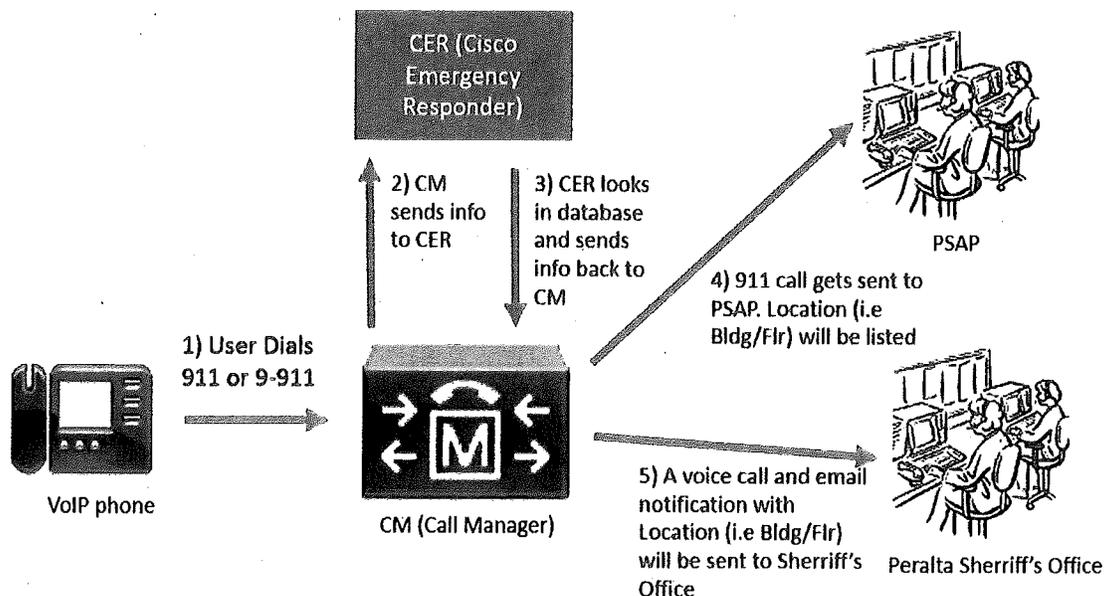
When Operation and Optimization phase starts, staff is ready to begin day to day operations of solution. Operation, monitoring, and maintenance is now in play, we now should be able to successfully begin measuring our success criteria.

2. Scope of work

NetXperts will work with the Peralta Community College District IT staff to address the 911 routing and alerting issues for the district's VoIP phones. Currently, the 911 calls go onsite to the Sherriff's office instead of the Oakland Police Department or Berkeley Police Department. Below is the list of additional issues at the district colleges that will be addressed in the scope of work.

- 1) 911 calls do not go to PSAP (911 answering service) at any of the locations with the exception of Berkeley College. They get transferred to the Sherriff's Office which then would call 911.
- 2) One-third of the VoIP phones at Merritt College are not setup properly to dial 911. As a result, the phones get a fast busy when dialing 911.
- 3) Even though Berkeley City College is setup to go to PSAP, the Sherriff's office is not notified of any 911 calls on campus.
- 4) The Cisco phones at the Sherriff's office are not properly configured.
- 5) Specific location of where the 911 call is originating from is currently not identified in the phone system or to the PSAP.

Proposed 911 Call Flow Design:



NetXperts will perform the following tasks:

- 1) Configure email alert contact as police@peralta.edu
- 2) Configure Cisco phones in Sherriff's office with emergency extension and for phone alerts. Some of this work may have to be done afterhours.
- 3) Reconfigure ERLs (Emergency Response Locations) for Peralta District Office, Merritt College, College of Alameda, and Laney College. Some of this work may have to be done afterhours.
- 4) Berkeley City College will be setup for Sherriff's to receive notification once 911 call is placed.
- 5) Update PSAP database for sites that do not have this setup.
- 6) Configure 911 calls to PSAP and CER to identify specific location of where 911 calls are coming from. This will be done by Building and Floor granularity (i.e. Laney College Tower 5th Floor). Phones may need to be re-IPed to a new Voice VLAN for this to work. This will be done for only Merritt, Berkeley, and District Office.
- 7) Test and verify emergency calls are routing properly for each of the 5 locations (District Office, Merritt College, College of Alameda, Berkeley City College and Laney College). Ensure there are no fast busy when dialing 911 or 9-911. Some of this work may have to be done afterhours.
- 8) Documentation of the changes performed. Screenshots will be taken to show what the proper configuration should be for future adds, moves, or changes.
- 9) Training and review of all changes will be done with Peralta's Telecom engineer, Sandi Daniel.

3. NetXperts Responsibilities

- Designate a NetXperts Project Manager and/or Project Engineer to be the customer's primary point of contact for all project activities.
- A senior Level Engineer will be assigned to all projects.
- Coordinate with a designated customer Project Manager and NetXperts project personnel to facilitate a project Kick-Off Meeting. Key personnel selected by the customer Project Manager will attend the Kick-Off Meeting.
- Conduct the Kickoff Meeting remotely or at a site designated by the customer.
- Review NetXperts project activities, any milestone meetings and overall schedule for the project activities.
- Providing Milestone Completion Certificates to customer as applicable and transition the project deliverables to customer's Project Manager.
- All such information obtained by Contractor or its employees, agents and representatives, shall be deemed to be the confidential and proprietary information of Owner. Contractor agrees to hold such information in strict confidence and not disclose such information for any purposes other than the provision of products and services to Owner under this Contract.

4. Customer Responsibilities

- For the Location Identification, additional DIDs may need to be allocated to associate 911 calls coming from a specific Building/Location (i.e Laney College Tower 5th Floor).
- Collect any amendments or exceptions for the facility to the scope of work from the customer and initiate change orders if needed.
- Overall management, planning, and functional definition of the planned project.
- Designate a Customer Project Manager to be NetXperts primary point of contact for all activities. Customer's Project Manager will be responsible for coordinating all project personnel and Customer suppliers to resolve any issues encountered by the project personnel.
- At the inception of the project, define business rules impacting Customer business functionality.
- Retain overall responsibility for any business process impact and any process change implementation for Customer's Business Units and facilities.
- Designate the location where NetXperts on-site personnel will perform the Services outlined under this SOW.
- Provide NetXperts personnel with: Physical site access and security access to the site and relevant hardware and software systems.
- After hour work is considered outside of Monday thru Friday, 8:00am to 5:00pm. Typically NetXperts after hour rate factor is 2 for after-hours labor/work to be performed.
- All onsite work will be performed continuously. While NetXperts engineer is onsite and there is a delay that is caused by customer, NetXperts will charge customer for the lost time and travel expenses related to extra visit.
- Customer is responsible for the implementation of any physical site security, loss protection, disaster or business recovery, and protection against losses caused by natural disasters, acts of violence, and willful use of force or sabotage. It is the customer's responsibility to safeguard the information contents, integrity and security of hardware, software and data used in this project from any unauthorized personnel.
- Customer is responsible in notifying NetXpert's 24 hours in advance of the scheduled project start date for any project delays or cancellations. If the 24 hour notification is not met, there will be an additional charge to the customer.

5. Payment Milestone

50% of total amount for services described in this statement of work is due half way through the configuration and remaining 50% is due at the completion of the project.

Quote #: NETQ15425

Facility	Amount
Peralta CCD	\$34,700.00

6. After Hour / Overtime Assumption

After hour work is considered outside of Monday thru Friday, 8:00am to 5:00pm. Typically NetXperts after hour rate factor is 2 for after-hours labor/work to be performed. All onsite work will be performed continuously. While NetXperts engineer is onsite and there is a delay that is caused by customer, NetXperts will charge customer for the lost time and travel expenses related to extra visit.

7. Customer Signature

The customer, by signing below, indicates that the Statement of Work has been read and the terms outlined within have been accepted. This Statement of Work is part of NetXperts Product and Services Agreement. Pricing for the installation of the products for this Statement of Work is provided in NetXperts attached quote. The customer also is aware that any delays incurred because of any of the reasons listed in the Customer Responsibilities section is considered billable time.

		
<i>Antoine Michonellou</i>	<i>PeccD</i>	<i>7/11/16</i>
Customer's Name	Company	Date

	Walnut Creek	7/13/16
NetXperts Representative	Location	Date

APPENDIX A - Change Request

In reference to the section titled Scope of Work of the above referenced Statement of Work between NetXperts and Customer, both parties hereby certify, by the signature of an authorized representative, that this Change Management Request will amend and be fully incorporated into the existing Statement of Work (SOW).

1. **Change Request Number:**
2. **Reason for Change Request:**
3. **Changes to SOW:**
4. **Schedule Impact:**
5. **Cost Impact:**
 - a. Original Value of SOW:
 - b. Added Value of Change Request:
 - c. New Value of SOW:
6. **Purchase Order Issuance (if applicable):** Customer shall issue a written Purchase Order to NetXperts, or shall issue an amendment to its original Purchase Order issued under this SOW, for the total amount of \$_____.

Except as changed herein, all terms and conditions of the SOW remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Management Request to be fully executed.

NetXperts	Customer
Date:	Date:

Name:	Name:
Title:	Title: