

West Change Order

1. Information

Customer Name	Pinellas County, FL
Change Order Effective Date	Latest date signed below.
Underlying Agreement (“Agreement”)	Agreement for NG9-1-1 IP Network Services effective January 28, 2014, as amended
Term	Concurrent with term of the Agreement.

2. Change to Services

West Safety Services, Inc., fka Intrado Inc. (“West”) will provide the following change to the current services (“Services”) under the Agreement.

Directly connect Customer EMS to the A9-1-1 Routing network (where as today, EMS is connected behind the Customer host sites). For clarity, this does not change any of the remaining terms and conditions of the Agreement.

2.1. Background

Customer’s EMS location currently is a remote off of an Airbus Multi-Node system. The EMS location is not manned today.

2.2. Scope

The scope of this project is limited to the following:

- Customer will be changing the EMS location to a standalone for backup use only. This site will remain unmanned at the completion of this project.
- The EMS location has 16 positions for 911 calls and also utilizes an ACD. There are ten additional positions for administrative call takers.
- All Airbus equipment, routers and any network connectivity requirements will be designed, configured and ready for test and turn-up.
- Customer requests the MPLS network be designed and capable of handling 20 simultaneous calls with two West routers installed. The two West routers will be installed in a Customer provided rack/cabinet in the EMS equipment room.
- Charges for MPLS circuits are included in this quote. MPLS orders will not be issued until a signed executed change order is received from Customer. Carrier rates for MPLS may change by the time orders are placed and this quote will be updated accordingly.
- Customer requests the EMS location to be designed with two ALI circuits.
- Customer will be responsible for any components, testing beyond the Customer firewall.
- Customer and/or Airbus or their vendor will be responsible for providing and arranging for onsite technician support as needed throughout the project.
- Customer is providing a cabinet to house the routers & terminating equipment at the EMS PSAP, that the cabinet is grounded to the facility ground bus, and that the Customer provided-cabinet has following six contiguous Rack Units required for the terminating equipment.

2.3. Required Services and Hardware/Network

West Personnel Professional Services Required to Directly Connect EMS to the A9-1-1 Routing Network		
Resource	Tasks	Required Hours
Network Engineering	Obtain new IP addresses	10
	Develop new IP schema and sub-masks	
	Develop new network diagram	
	Participate in technical meetings w/ Customer, Airbus	
	Configure routers with new CPE advertisements	
	Configure routers for new route list	
	Develop NE Event Plan and MOP for cutover	
	Support pre-migration and fail-over testing	
	Provide support for cutover	
VNS	Develop new network path for EMS location	16
	Support pre-migration and fail-over testing	
	Provide support for cutover	
	Participate in technical meetings w/ Customer, Airbus as needed	
	Develop VNS Event Plan and MOP for cutover	
Technical Project Management	Provide technical and project support for PM, NE and VNS	20
	Participate in technical meetings w/ Customer, Airbus	
	Assist in developing Event Plan for cutover	
	Provide support for cutover	
	Manage Event/cutover	
Program Project Management	Manage resources and tasks for project	20
	Obtain resources and facilitate planning	
	Attend technical and project meetings with Customer, Airbus	
Total Professional Services Hours		66

Onsite Project Resource Requirements	
Onsite Support	Site assessment for router installations
	Tech support for router installation and circuit test and turn-up (includes site survey)

Hardware/Network to be Provided	
Item	Description
New circuit extended dmarc	Extended demarcation for circuits delivered to EMS location
MPLS Circuits to EMS	Redundant MPLS links ordered from diverse providers from West A9-1-1 network to EMS Location
Routers	Routers for new address; complete with equipment
Backup Site Support	Monitoring & management support for EMS Site

3. Fees

The following fees will apply:

	One-Time Fee ("OTF")*	Monthly Recurring Fee ("MRF")**
Professional Services Fee	\$11,550.00	
On-Site Resource Fee	\$1,160.00	
Hardware/Network Fees	\$12,345.40	\$967.36
Grand Totals	\$25,055.40	\$967.36

3.1. Pricing Notes

*These fees are based on the project scope as listed above in section 2.2. Out of scope services, if required, will be billed at West's standard professional services rate, \$175 per hour.

**The MRF for EMS will be in addition to current monthly fees as outlined in the Agreement.

As applicable, one-time fees will be invoiced, and recurring fees will commence invoicing, upon:

- Change Order Effective Date; or
- Acceptance. Acceptance will occur on the earliest of the following events: 1) Customer provides written notice of acceptance; or 2) the updated Service is capable of being used by Customer in the production environment.

4. Entire Agreement

Except as stated herein, the Agreement continues in full force and effect. This Change Order amends the Agreement as stated herein, constitutes the parties' entire agreement and supersedes any prior written or oral agreements related to its subject matter. This document may be executed in counterparts, by facsimile or electronically, and is not enforceable unless signed by both parties.

PINELLAS COUNTY, FL



Authorized Signature

Mark S. Woodard

Name Typed or Printed

County Administrator

9/20/16

Title

Date signed

WEST SAFETY SERVICES, INC.



Authorized Signature

Ronald Beaumont

Name Typed or Printed

President

06 Sep 2016

Title

Date signed

APPROVED AS TO FORM

By:



Office of the County Attorney