

**WORK AUTHORIZATION FOR SYSTEM AND SERVICES AGREEMENT BETWEEN
BROWARD COUNTY AND INTRADO LIFE & SAFETY SOLUTIONS CORP.**

Contract Number: A2114195A1

Work Authorization No. WA-ORCAT-WEST-15

This Work Authorization is between Broward County and Intrado Life & Safety Solutions Corp., f/k/a West Safety Solutions Corp. (“Intrado” or “Vendor”), pursuant to the System and Services Agreement between Broward County and West Safety Solutions Corp., dated December 5, 2017 (the “Agreement”). In the event of any inconsistency between this Work Authorization and the Agreement, the provisions of the Agreement shall govern and control.

Services to be provided:

Intrado shall provide hardware, software, licensing, configuration, and professional services for thirty (30) Remote 911 Consoles for the Regional and Non-Regional Public Safety Answering Point PSAP(s). In addition, Intrado shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide redundant connections between the Remote 911 consoles and the VIPER network. Intrado shall provide testing as part of the services included in the scope of work. This scope is further detailed in Exhibit A, Statement of Work.

Agreement at issue is Lump Sum/ X Not-to-Exceed for amount: \$3,800,000.00 (Optional Services).

The time period for this Work Authorization will be from the County’s Notice to Proceed for a period of one hundred and eighty (180) days, unless otherwise extended or terminated by the Contract Administrator.

Fee Determination: Payment for services under this Work Authorization is as follows, and shall be invoiced in accordance with Section 11 (Payment Milestones) of Exhibit A:

Hardware and Staging	\$196,632.50
Professional Services Fees	\$51,922.92
<u>Maintenance and Support Services for Year One (as defined below)</u>	<u>\$6,390.00</u>
Total Fixed Fee	\$254,945.42

Recurring Fees for Maintenance and Support Services:

Maintenance and Support Services are provided at the amount stated above for the first year after Final Acceptance of the goods and services provided under this Work Authorization (“Year One”). Following Year One, the fees for the Maintenance and Support Services, including all services necessary for the Remote 911 Consoles, shall be invoiced quarterly in the arrears with the existing invoicing schedule for Maintenance and Support Services under the Agreement (the first and last invoice periods pro rata to the extent applicable).

Maintenance and Support Fees for thirty (30) Remote 911 Consoles for Year 2	\$ 8,190.00
<u>Maintenance and Support Fees for thirty (30) Remote 911 Consoles for Year 3</u>	<u>\$ 8,190.00</u>
Total Not-To-Exceed Cost of this Work Authorization	\$271,325.42

Sara
Cohen

Digitally signed by
Sara Cohen
Date: 2021.02.17
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HARROD
Reason: Approved as to form
Date: 2021.02.18 11:51:53
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County

		Contract Administrator	Date
Project Manager	Date	Board or Designee	Date

Intrado

DocuSigned by:

Molly Smith

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DocuSigned by:

Beth A. Meek

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Beth A. Meek

Feb-17-2021

Typed Name

SVP

Title

Exhibit A - Statement of Work (SOW)

1. Project Request

County seeks to set up thirty (30) additional Remote 911 Consoles for remote call taking capability. All Remote 911 Consoles will be set up for call taking purposes only (Voice and Text). This Statement of Work ("SOW") includes the acquisition, installation, set up, and testing of the Remote 911 Console hardware and software provided by Intrado. The SOW also includes set up and testing of a redundant VIPER access point for the Regional and Non-Regional PSAP(s).

The Remote 911 Consoles will initially be used in a training environment for call taking at the Regional and Non-Regional PSAP(s). Upon full implementation of the new Voice Recording System (VRS) software platform (NICE Inform), the Remote 911 Consoles will be used to extend functional call taking positions outside of the PSAP with the implementation of call recording between VIPER and VRS system.

Breakdown of the Remote 911 Console distribution:

- A total of nineteen (19) Remote 911 Consoles will be set up and configured by the Vendor to be deployed to Regional PSAP(s).
- A total of five (5) Remote Consoles will be set up and configured by the Vendor to be deployed to Coral Springs PSAP.
- A total of six (6) Remote Consoles will be set up and configured by the Vendor to be deployed to Plantation PSAP.

In addition, the Vendor shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide automatic failover and redundant connections between the Remote 911 consoles and the VIPER network.

The Vendor shall configure, test, and provide all necessary onsite services for the Remote 911 Consoles project to achieve the functionality stated in this SOW.

2. Service description

The Professional Services associated with this project and provided by Intrado will include installation, set up, and testing of the hardware listed in Subsection A below.

Regional PSAP(s):

PSAP	PSAP Addresses
North	4900 Copans Rd, 2 nd floor Coconut Creek, FL 33066
Central	10440 West Oakland Park Blvd, 3 rd floor Sunrise, FL 33351
South	6057 SW 198th Terrace Pembroke Pines, FL 33332

Non-Regional PSAP(s):

PSAP	PSAP Addresses
Coral Springs	2801 Coral Springs Drive Coral Springs, FL 33065
Plantation	451 NW 70th Terrace Plantation, FL 33317
EOC	201 NW 84th Ave. Plantation, FL 33324

A. Software, Licensing, and Antivirus Protection

Intrado shall deliver, install, and configure the software listed below. Upon Final Acceptance (as outlined in this Exhibit A), the following software will be deemed Software under the Agreement:

Model	Description	Quantity
VIPER		
912811	Application Server License	30
912812	PBX Access License	30
Power 911		
913100	Power 911 Client Access License (CAL)	30
913202	Power 911 Server Access License	30
Laptops (License)		
914158	Laptop VPN support License	30
914121/1	IWS Workstation – software (Microsoft Windows 10, Power 911 Client, and Anti-Virus software) and configuration	30
Software Subscription		
950999/SUB-BU/1	Software Sub Service /Position Back Up Positions Year 1	30
950999/SUB-BU/1	Software Sub Service / Position Back Up Positions Year 2	30
950999/SUB-BU/1	Software Sub Service / Position Back Up Positions Year 3	30
Software Protection and Remote Tech Support		
950999/PRO1-BU/1	Soft Protect and Remote Tech Support/Pos-Back UP Pos Year 1	30
950999/PRO1-BU/1	Soft Protect and Remote Tech Support/Pos-Back UP Pos Year 2	30
950999/PRO1-BU/1	Soft Protect and Remote Tech Support/Pos-Back UP Pos Year 3	30
Antivirus Recurring Fees		
914143	Symantec Endpoint Protection Manager (EPM) – 1 year (Year 1)	30
914143	Symantec Endpoint Protection Manager (EPM) – 1 year (Year 2)	30
914143	Symantec Endpoint Protection Manager (EPM) – 1 year (Year 3)	30

B. Hardware

Intrado shall deliver, install, and configure the hardware listed below. Upon Final Acceptance (as outlined in this Exhibit A), the following hardware will be deemed Equipment under the Agreement:

Model	Description	Quantity
Laptops		
914114/1	IWS Laptop with backpack	30
914158/CD	Laptop VPN – Installation Media	2
913850/S	IWS VIPER Enabling Kit (Sonic)	30
Network Equipment		
914148	Firewall Appliance	2
914148/CD	Call Handling Firewall – Media Set	2
Power Stations		
914641	Plantronics Headset Kit with M22 Base Amplifier	30

C. Equipment Staging

Intrado shall complete the equipment staging process for all Equipment provided pursuant to this Work Authorization and in accordance with the Staging Checklist attached hereto as Exhibit B. Equipment staging shall be completed at either Intrado's factory location or onsite, depending on the Workstation and/or software or application purchased by County.

3. Technical Approach

The Vendor shall provide services in the following phases:

a) Project Kick-Off

The project kick off shall commence no later than ten (10) business days after County issues the Notice to Proceed (NTP).

b) Delivery, Installation, and Configuration

The Vendor will be responsible for delivery, installation, setup, and configuration of thirty (30) Remote 911 Consoles (nineteen (19) for Regional PSAP and eleven (11) for Non-Regional PSAPs) for remote call taking capability. All Remote 911 Consoles will be set up for call taking purposes only (Voice and Text).

The Vendor's technical resources shall work onsite during this phase of the project.

c) Secondary Firewall Configuration (Central and EOC PSAPs)

The Vendor shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide automatic failover and redundant connections between the Remote 911 Consoles and the VIPER network.

d) Preliminary Acceptance Testing

Preliminary Acceptance Testing will be performed by the County after initial configuration and testing is completed by the Vendor for all thirty (30) Remote 911 Consoles. Preliminary Acceptance Testing criteria is outlined in Section twelve (12) below.

The Vendor's technical resources shall be onsite during this phase of the project to resolve any issues.

e) Cutover – Go Live

A Change Management Request will need to be developed and approved by County prior to Cut-Over.

Cutover (Go-Live) will take place after County issues written notice of Preliminary Acceptance per the Preliminary Acceptance Testing criteria.

The Vendor's technical resources shall be onsite during this phase of the project.

f) Final Acceptance

The Vendor shall provide remote support during Final Acceptance testing for a period of thirty (30) days after Go-Live. If there are no reported issues during Final Acceptance, County will issue written notice of Final Acceptance.

The Vendor shall be responsible for resolving any outstanding issues during Final Acceptance Testing and before the Vendor's technical resource is released from the project.

4. Implementation

A. Installation/Configuration

The following services shall be provided and performed by the Vendor:

1. The Vendor shall deliver thirty (30) Remote 911 Consoles that are set up and configured with all required software and licensing.
2. The Vendor shall configure the remote VPN access for all required Remote 911 Consoles which will allow the users to remotely login and be able to answer 911 Emergency, Non-Emergency, and Text to 911 calls for the Regional and Non-Regional PSAP(s).
3. The Vendor shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide redundant connections between the Remote 911 Consoles and the VIPER network.
4. All issues related to the project shall be resolved onsite by the Vendor's technical resources.

B. Project Management

Four (4) weeks prior to implementation, the Vendor shall assign a dedicated Project Manager who, for the duration of the project, shall:

1. Ensure the Scope of Work is completed (includes a Project Schedule of key milestones).
 - a. Project Kick-Off
 - b. Installation
 - c. Testing schedule

d. Go-Live schedule

2. Review system design prior to implementation with the County's Project Manager.
3. A comprehensive project schedule will be provided and presented at the project kick off meeting.
4. Maintain issue log and ensure all issues are prioritized in a timely manner.
5. Perform comprehensive risk assessment and mitigation planning.
6. Perform overall project coordination.
7. Ensure weekly project status meetings are scheduled, led, documented, and distributed.
8. Maintain all project related communications and documentation.

C. Vendor Responsibilities

The Vendor shall be responsible for the following details which include:

1. Remote 911 Consoles Delivery and Configuration

The Vendor shall be responsible for delivering and configuring thirty (30) Remote 911 Consoles which will allow the users to remotely login to these Consoles using the Intrado VPN set up and be able to answer 911 Emergency and Non-Emergency calls for Regional and Non-Regional PSAP(s).

2. Secondary Firewall Set Up and Configuration

The Vendor shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide automatic failover and redundant connections between the Remote 911 Consoles and the VIPER network.

3. Testing

The Vendor shall perform testing of all thirty (30) Remote 911 Consoles to ensure that it meets the County's requirements as outlined in the project request (above) and provide support to County's testing process outlined in this SOW.

5. Testing

There are two (2) stages of testing for this project prior to Final Acceptance testing. They will include the following:

1. The System Integration Testing confirms that the remote consoles have been installed and configured as requested by the County. This testing is performed by the Vendor and approved by County in writing prior to the commencement of Preliminary Acceptance Testing.
2. The Preliminary Acceptance Testing which will allow the County to verify all configuration requirements and interfaces. The Preliminary Acceptance Testing will commence immediately after installation and notification by Vendor that the system is ready.

6. Process Change Request

In the event that it is necessary to add, remove or modify this Statement of Work, an amendment will be required.

7. Vendor Security and Access

1. All Vendor personnel performing the implementation activities at the Regional and Non-Regional PSAP(s) must be escorted by the Vendor’s authorized support staff personnel or PSAP’s designated personnel.
2. The Vendor shall cooperate with County and provide any and all information that County may request in order to determine appropriate security and network access restrictions and verify the Vendor’s compliance with County security standards.
3. Security Access levels will be defined by the County during the configuration phase.

8. Managerial Approach & Communication

A. Managerial Approach

The Vendor shall ensure that the persons responsible for the performance of the services under this Work Authorization and, to the extent applicable, identified below (collectively "Key Personnel"), are appropriately trained and experienced and have adequate time and resources to perform in accordance with this SOW. To the extent the Vendor seeks or is required to make any change to the composition of the Key Personnel, the Vendor shall provide the County with thirty (30) days advance notice (or as much advance notice as is possible if thirty (30) days' notice is not possible) regarding such changes and the management plan associated with such changes. County shall not be responsible for any additional costs associated with a change in Key Personnel.

Name	Title	Email
Alan Woods	Intrado – Account Manager	AWoods@Intrado.com
Rafael Diego	Intrado – Local Support	Rdiego@Intrado.com
Natasha Kelley	Intrado – Project Manager	nkelly@intrado.com
*TBD	Intrado – Technical Resource	*TBD

*Vendor shall provide the name, email, and phone number of the Technical resources prior to Project Kick-Off.

B. Communications Matrix

Event	Objective	Medium/ Frequency	Resources Assigned	Owner	Deliverable
Project Team Meetings	Review status of the project with the team	Conference Call	Project Team	County’s Project Manager	Agenda; Meeting Minutes; Project Schedule
Technical Review Meetings	Discuss and develop technical solutions for the project	Conference call, frequency and format determined	Project Technical Staff	Vendor/County’s Subject Matter Expert (SME)	Agenda; Meeting Minutes

Event	Objective	Medium/ Frequency	Resources Assigned	Owner	Deliverable
		jointly by County and Vendor			
Project Status Reports	Report the status of the project including activities, progress, costs, and issues	Weekly emails as deemed necessary by County	Project Team, End-Users	County's Project Manager	Project Status Report; Project schedule
Configuration, Cutover, and Post Cutover support	Configuration, Cutover and Post Cutover will be done by onsite Technical resources scheduled and developed by the Vendor	Daily status briefings until post support is complete	Project Manager and Technical Subject Matter Experts (SME)	County and the Vendor	All phases of the project are complete.

9. Services

The Vendor shall provide the following services:

1. The Vendor shall deliver thirty (30) Remote 911 Consoles that will be set up and configured with all required software and licensing.
2. The Vendor shall set up and configure a secondary firewall at Central and the EOC PSAP(s) which will provide automatic failover and redundant connections between the Remote 911 consoles and the VIPER network.
3. The Vendor shall provide professional services to configure the remote VPN access for all required 911 Consoles which will allow the users to remotely login to Power 911 and be able to answer 911 calls, Text to 911, and Non-Emergency calls for Regional and Non-Regional PSAP(s).
4. The Vendor shall ensure that all activities associated with this project are completed without disrupting daily operations.
5. The Vendor shall provide support and services for County's Preliminary Acceptance Testing and Go-Live.

10. Timeline

Task/Activity	Estimated Timeframe
Set Up and Configuration of Remote 911 Consoles and two additional firewalls at Central and EOC PSAP(s)	2Q, 2021
System Integration Testing	2Q, 2021
Preliminary Acceptance Testing	2Q, 2021
Go-Live (Implementation)	2Q, 2021
Final Acceptance	2Q, 2021

11. Financial

A. Project Cost (for informational purposes only; invoicing pursuant to Section B)

Item	Total Cost
Hardware and Staging	\$196,632.50
Professional Services	\$51,922.92
Maintenance and Support Services for Year One	\$6,390.00
Total	\$254,945.42
Maintenance and Support Fees for thirty (30) Remote 911 Consoles for Years 2 & 3	\$16,380.00
Total Not to Exceed Cost	\$271,325.42

B. Payment Milestones

The invoice amounts indicated below will be invoiced by Vendor only upon County written notice of satisfactory completion of the applicable Milestone.

Milestone	Percentage	Invoice Amount
Hardware Delivery	20%	\$50,989.08
Go-Live	50%	\$127,472.71
Final Acceptance	30%	\$76,483.63
Total	100%	\$254,945.42

12. Preliminary Acceptance Test Plan

The following Preliminary Acceptance test cases shall be performed for Remote 911 Consoles to ensure that the call-taker is able to answer 911 calls for Regional and Non-Regional PSAP(s) using the remote locations.

Test #	Test case	County Verifiable Test Criteria
PAT001	Remote Login to the System using VPN (Regional and Non-Regional PSAP(s))	Successfully was able to login to the VIPER Phone system using the Intrado laptop set up and launched the Power 911.
PAT002	Screen resolution and GUI display options are correct. GUI should be shown at full screen	Power 911 GUI display options are the same as any other positions within the Regional and Non-Regional PSAP(s).
PAT003	Verify that the call-taker can login to the system using all roles defined in the system and will be able to answer all 911 calls and Non-emergency calls (Regional PSAPs)	Successfully logged in to all 19 Regional PSAP Remote 911 Consoles using all roles defined in the system, launched Power 911 and was able to answer all 911 calls and Non-emergency calls.

Test #	Test case	County Verifiable Test Criteria
PAT004	Verify that the call-taker receives Abandoned call notification for Regional and Non-Regional PSAP(s).	Verify that Abandoned 911 calls list is produced correctly for Regional PSAP(s) in the same manner as all other Abandoned 911 call lists are produced.
PAT005	Verify that the call-taker can receive a Text to 911 message.	Successfully was able to receive a Text to 911 message and was able to process a session.
PAT006	Place a test 911 call on 'Park' and retrieve it (Regional PSAPs).	Successfully placed a 911 call on 'Park' and was able to retrieve the call.
PAT007	Verify ALI rebid (Regional and Non-Regional)	While on a call press the RTX button. The RTX indicator flashes until the new ALI appears in the ALI panel and the status bar displays "Waiting for ALI". Once ALI is received, the status bar displays the message: "New ALI received."
PAT008	Transfer a 911 call	Place the call on park (Regional)/hold and then wait for another call-taker to pick up the call.
PAT009	Verify that correct ANI and ALI is displayed on the Power 911 console upon receiving a 911 call using all roles defined in the system (Regional PSAPs).	The correct ANI and ALI were displayed at the Power 911 console upon receiving a 911 call for all three (3) Regional PSAP using the Regional Role agent ID.
PAT010	Verify all test call records for Regional and Non-Regional PSAP(s) appear on the Power MIS.	The record for all test calls appeared in the Power MIS.
PAT011	Verify all test call records for Regional and Non-Regional PSAP(s) appear and save in the Power 911 and audio is clear.	The voice records appeared and saved in the Power 911 for all test calls and was able to replay and confirmed the quality of the audio recording.
PAT012	Verify all test call records for Regional and Non-Regional PSAP(s) appears on ePrinter	The voice records appeared in the ePrinter for all test calls.
PAT013	Place outgoing call using automatic line select and specific line button	Enter a number in the white box and make sure that the call is successfully completed.
PAT014	Ability for call-takers to go in different states (Not Ready, Follow Up, etc., Regional PSAPs)	The call-taker was able to go to different states (Not Ready, Follow Up, etc.) for Regional PSAP environment with no issue.
PAT015	Verify that the call-taker can login to the system using the Coral Springs/Plantation Agent ID, receiving a call (ringer notification), and is able to answer all 911 calls.	Successfully logged into all 11 Non-Regional PSAP Remote 911 Consoles, launched Power 911, and was able to answer all 911 calls.
PAT016	Verify that the call-taker can receive a Text to 911 message via ringer notification (Non-Regional).	Successfully was able to receive a Text to 911 message and was able to complete a session.
PAT017	Verify that correct ANI and ALI is displayed on the Power 911 console upon receiving a 911 call (using Coral Springs & Plantation agent ID).	The correct ANI and ALI were displayed at the Power 911 console upon receiving a 911 call for Coral Springs & Plantation using the correct agent ID.

Test #	Test case	County Verifiable Test Criteria
PAT018	Place a test 911 call on 'Hold' and retrieve it (Regional & Non-Regional PSAP).	Successfully placed a 911 call on 'Hold' and was able to retrieve the call.
PAT019	Initiate a call to a Baudot TTY machine	Successfully initiated a TTY call for both Regional & Non-Regional PSAPs.

13. Final Acceptance

The Remote 911 Consoles must run for a period of thirty (30) days after the completion of the Preliminary Acceptance testing with no major or critical failures prior to County's issuance of Final Acceptance. Intrado shall invoice County for the services only in accordance with the Payment Milestones stated in Section 11.B, and shall invoice County for Final Acceptance only upon County's written notification of Final Acceptance.

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Exhibit B – Staging Checklist

Staging Checklist Rev 4.0
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Sales Order Number

Site Name

Staging Technician Name

Call Taker Position WINDOWS O/S : QUANTITY

Workstation

- West A9C G1
 West A9C G2
 West A9C G3
 West CCI
 HP Workstation
 HP Laptop

Steps	Descriptions	Completed (Staging)	N/A	To Do (In the Field)
1.1	Laptop Windows 32-bit O/S Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Second NIC Card disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3	NIC Card Speed set to 100 full duplex / Teaming Configured	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Windows General Settings Following the MOP of the Operating System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Workstation Named according to Site Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Anti-Virus Scan & Site Data archived	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7	Join Domain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Network Time Protocol (NTP) Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9	Power911 Software & KBs installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.10	MAPFLEX Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.11	PPSS Compatibility Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.12	Remotely Anywhere Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.13	ITRR Software installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.14	Keypad Software installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.15	Anti-virus Software Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.16	Laser Printer Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.17	Power 911 Telephony Tested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.18	Touch Screen Monitor Software installed / Screen Calibrated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.19	Call Control Interface Software (CCI) Installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.20	Call Control Interface (CCI) Telephony Tested	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.21	TXT-2 911 Configuration (SRHUA.ini & Power911.ini)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.22	Auto Adjust clock for daylight saving time is enabled in Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.23	Windows 7 KBs & Internet Explorer Version 11 installed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.24	PPM service Disabled on A9C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comment :				