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## Indian River County

“General Statement of Work Agreement”

Converting Indian River Sheriff’s Office, Sebastian,  
and Vero Beach into a Geo-Diverse Solution

Version 2

November 10, 2017

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## **1 Overview**

The purpose of this General Statement of Work (SOW) is to clarify the responsibilities of Solacom Technologies, A.K Associates, and the entities of Indian River County including Indian River Sheriff's Office, Indian River EOC, Sebastien County, and Vero Beach (identified as "The County") regarding the scope of work, deliverables, and terms and conditions of the provision of technical services. Further, this SOW is designed to help all parties better understand Solacom's services and the distribution of responsibilities. If changes to this SOW are required at any time, a written, fee-based change order may be required. This SOW, and any subsequent revisions, shall be agreed upon by Solacom Technologies and all parties named above.

## **2 Purpose**

The proposed Solacom solution is intended to upgrade and combine individual systems at each of The County locations the 4 locations. Sharing a common controller allows ease of support, reduced hardware purchase costs and reduced maintenance costs.

## **3 Technical Overview**

### ***3.1 Current Environment***

The County is currently individual PSAPS, each with their own onsite Customer Premise Equipment (CPE). Each system is completely independent of each other.

### ***3.2 Proposed Solution***

The system will be replaced by a single PSAP controller with a geo-diverse architecture. System side A will be located at the Indian River Sheriff's office and system side B will be at the Indian River Emergency Operations Center. PSAPs will be connected to the system core across the network. Each PSAP will be configured as a tenant ensuring individuality while leveraging the common system back-bone to easily transfer calls between agencies across the common system backbone.

### ***3.3 High Level Upgrade Process***

A detailed Method of Procedure will be generated once the final configuration has been approved and purchased. Until this purchase is finalized, the proposed high level upgrade is expected to follow similar steps (subject to change as required).

### **3.3.1 Pre-Upgrade Tasks**

1. Prepare replacement servers with Redundant A-B VMs and current GA release.
2. Download the current site databases and notify customer of the lock down, restrict The County/AK Associates from making additional changes until the upgrade is completed.
3. Upgrade the Guardian system database and import it onto replacement servers. Update IP addressing.
4. Test replacement servers.
5. Ship.

### **3.3.2 Pre-Upgrade Network Provisioning Tasks**

1. AK Associates will ensure the network is provisioned to meet network QOS standards for VoIP.
2. IP addressing for Solacom equipment will be provided by Solacom, to be provisioned in the router by Solacom ahead of the onsite upgrade.

### **3.3.3 Upgrade Tasks**

1. Install system core at Indian River Sheriff's Office and at the EOC.
2. Install, configure and test new lines and trunks
3. Direct Guardian workstations to new core. Upgrade, reconfigure and test.
4. Test, cut and sign off new system

### **3.3.4 Post-Upgrade Tasks**

1. Verify MIS reports are gathering data and functioning properly.
2. Update Solacom Customer databases with new software version (Syteline unit numbers, system type).
3. Update Configuration Manual, post in the Customer Site Information Folder.
4. Decommission and remove old controller equipment.

## **4 Payment Terms Milestones**

- |                           |  |
|---------------------------|--|
| 1 <sup>st</sup> milestone | 50% Payment upon shipment              |
| 2 <sup>nd</sup> milestone | 50% Payment upon completion of project |

\*\*The CONTRACTOR shall prepare and invoice the OWNER within five days of the completed milestones and the OWNER shall make prompt payment to the CONTRACTOR within 30 days of invoice.

## **5 Reference Documents**

The following quotation is provided by Solacom on July 24, 2017, lists the proposed equipment and services:

Quote # 170719-02-TM\_V03

## 6 Approval

This SOW becomes an agreement upon execution by all parties. Any changes to this SOW must be made by a written change order agreement signed by authorized representatives of all parties, with direct reference to the SOW and to subsequent, applicable change orders. Any such changes may increase cost or lengthen the project schedule.

IN WITNESS WHEREOF, the Parties have caused this Statement of Work to be duly

executed as of the \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

**AK Associates**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Title)

**Indian River County**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Title)