



AT&T Network Integration Services Change Request

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AT&T Network Integration Tracking ID: GBS40089-13.2
Document Version #: **v-1.0**

CUSTOMER Legal Name ("Customer")	AT&T Corp. ("AT&T") (designate other entity if signing entity other than AT&T Corp)	AT&T Branch Sales Contact Name
Fulton County Government	AT&T	Name: Shane Robinson
CUSTOMER Address	AT&T Corp. Address and Contact	AT&T Branch Sales Contact Information
Street: 141 Pryor St. SW Suite 9039 City: Atlanta State / Province: GA Country: USA Domestic / Intl / Zip Code: 30303	One AT&T Way Bedminster NJ 07921-0752 Contact: Master Agreement Support Team Email : mast@att.com	Address: 1057 Lenox Park Cir, 3 rd floor City: Brookhaven State / Province: GA, Country: USA Domestic / Intl / Zip Code: 30319 Email: sr962d@att.com Sales/Branch Mgr: Frank Powers SCVP Name: Dan Sisson
CUSTOMER Contact	AT&T Address and Contact	AT&T NI Contact Information
Glenn Melendez Interim Chief Information Officer 141 Pryor Street, SW Atlanta, GA 30303 404-612-0192 Glenn.melendez@fultoncountyga.gov	Name: Shane Robinson Telephone: 404-353-0642 Address: 1057 Lenox Park Cir, 3 rd floor City: Brookhaven State / Province: GA, Country: USA	Name: Narendra Garg Address: 200 Laurel Av, D4-3A05 City: Middletown, State / Province: NJ Country: USA 07748 Telephone: 732-420-8464 Email: ng2542@att.com
CUSTOMER Billing Address		
Street Address: 141 Pryor St. SW Suite 9039, City: Atlanta State / Province: GA Country: USA Domestic / Intl / Zip Code: 30303		

This AT&T Network Integration Services Change Request Form ("Change Request") is an attachment to the contract identified below:

☐ The **AT&T Network Integration Addendum to Comprehensive Service Order Attachment dated Feb. 27, 2008**

To the extent any terms set forth in this Change Request conflict with those of the Attachment/Addendum or those of the Statement of Work, the order of priority shall be with respect to the AT&T Network Integration Services provided hereunder: (1) this Change Request; (2) the Statement of Work; (3) the Attachment/Addendum.

AGREED:

CUSTOMER: Fulton County Government

DocuSigned by:
By: Robert L. Pitts
14E1B4AA5F6A44A...
(Authorized Agent or Representative)

Robert L. Pitts
Chairman

(Date)

BOC# 19-1131, Approval Date 12/18/2019

ATTUID: ng2542

DocuSigned by:
Tonya Grier
EEC476C4837648D...

AGREED:

AT&T

DocuSigned by:
By: Margaret D. Sacchetti
2A2A227E9F8647A...
(Authorized Agent or Representative)

(Typed or Printed Name)

(Title)

(Date)



AT&T Network Integration Change Request

CHANGE REQUEST FORM

DATE MAY 12, 2020

Change Request Number: 13.2			
AT&T Requestor:	<i>Shane Robinson</i>	NI Tracking #:	<i>GBS40089-13.2</i>
Title:	<i>Client Solutions Executive</i>	Date of Request:	<i>May 12, 2020</i>
<u>Nature of the Change Request:</u>			
<u>(Please list specific details explaining the Change):</u>			
Extend existing contract for January 1 2020 - Dec 31 2020.			
<u>Change Priority:</u> High			
<u>Attached Materials:</u> (list of additional documents required for other sources – i.e., engineering drawings, equipment order list, etc)			
NA			
<u>To be completed by the Project Manager:</u>			
<u>Impact of Change on the Project :</u>			
Would help continue to provide the support for Fulton County for the services contracted in the original contract. Total 12 months price for this contract is \$148,720.00. See “Schedule of Fee” on next page to see details.			
<u>Impact of Project Time and Scheduled Delivery Date:</u>			
None			
<u>Impact on Pricing and Work Order(s):</u>			
None			
<u>Notes or Additional Information:</u>			

1. Introduction:

This Change request extends original contract for 12 months (Jan. 1 2020 – Dec. 31 2020).

2. Scope of Work:***Supplier shall provide the following Services:***

- A. In accordance with the requirements for on-site help desk support for Voice-over-IP (VoIP) telephony tasks and network-related tasks at the customer sites. Supplier will augment the existing help desk center with a team member specializing in VoIP telephony, voice applications, and network-related help desk tasks.
- B. As the majority of the telecommunications and networking services in this work environment are



AT&T Network Integration Change Request

provided through the VoIP based service model, it is anticipated that all relevant tasks associated with this job include appropriate programming functions to complete moves, adds, and changes ("MAC") for a Cisco Call Manager environment. Tasks will also include installations, troubleshooting, and maintaining the supporting infrastructure for this VoIP service model. In substance, these help desk and field tasks include the following:

1. Perform telecommunication site assessments for all customer library locations
2. Perform testing, troubleshooting, and repair of network data jacks
3. Install network IP switches in racks, patch cables from switch to patch panel, and assist with coordinated testing
4. Maintain and troubleshoot all telecommunication analog lines (e.g. alarm, fire, fax) throughout the county and coordinate resolution as needed with telecommunications carrier
5. Install, configure, and maintain telecommunication paging units for all library, medical examiner, and juvenile facility locations
6. Install, configure, and maintain all telecommunication analog terminal adapters (ATA)
7. Utilize Struxureware as centralized software tool to confirm the operation of an estimated 276 cameras and UPS throughout the county
8. Coordinate with county cabling contractor to install UPS and camera devices, confirm operational online status, and configure Struxureware for adding these network elements to be monitored
9. Maintain and troubleshoot all networked UPS devices and cameras throughout the county using Struxureware centralized management system

3. Project Time Line:

Estimated Start Date – Jan. 1, 2020
Estimated End Date – Dec 31, 2020

4. Schedule of Fee:

AT&T shall provide the services for a total of **\$148,720.00** as below:

Technician Salary/Compensation –

Assuming Help Desk Technician will work 40 hours per week with total 2,080 hours in 12 months (Jan. – Dec 2019) with hourly rate of \$68 - **\$148,720.00 (One Hundred Forty-eight Thousand, Seven Hundred Twenty USD).**



AT&T Network Integration Change Request

Network Integration Statement of Work for:

Project Name: Fulton County Centrex support technician

1.0 Scope of Work. Supplier shall provide all Services and Material in the United States. In the event Customer requires AT&T to provide Services or material outside the United States, the terms and conditions of the governing Agreement shall be amended in writing by the Parties.

1.1. Supplier shall provide the following Services:

- 1.1.1. In accordance with the requirements for on-site, help desk support for Voice-over-IP (VoIP) telephony tasks and network-related tasks at the customer sites. Supplier will augment the existing help desk center with a team member specializing in VoIP telephony, voice applications, and network-related help desk tasks.
- 1.1.2. As the majority of the telecommunications and networking services in this work environment are provided through the VoIP based service model, it is anticipated that all relevant tasks associated with this job include appropriate programming functions to complete moves, adds, and changes ("MAC") for a Cisco Call Manager environment. Tasks will also include installations, troubleshooting, and maintaining the supporting infrastructure for this VoIP service model. In substance, these help desk and field tasks include the following:
 - a. perform telecommunication site assessments for all customer library locations
 - b. perform testing, troubleshooting, and repair of network data jacks
 - c. install network IP switches in racks, patch cables from switch to patch panel, and assist with coordinated testing
 - d. maintain and troubleshoot all telecommunication analog lines (e.g. alarm, fire, fax) throughout the county and coordinate resolution as needed with telecommunications carrier
 - e. install, configure, and maintain telecommunication paging units for all library, medical examiner, and juvenile facility locations
 - f. install, configure, and maintain all telecommunication analog terminal adapters (ATA)
 - g. utilize Struxureware as centralized software tool to confirm the operation of an estimated 276 cameras and UPS throughout the county
 - h. coordinate with county cabling contractor to install UPS and camera devices, confirm operational online status, and configure Struxureware for adding these network elements to be monitored
 - i. maintain and troubleshoot all networked UPS devices and cameras throughout the county using Struxureware centralized management system

1.2. Customer Site(s): The Customer "Site" is as follows:

- 1.2.1. Customer's government center complex, 141 Pryor Street, Atlanta, Georgia; and
- 1.2.2. Any other Customer sites within a 50 mile radius of downtown Atlanta, Georgia 30314.

1.3. Material/Equipment provided by Supplier

Not applicable

1.4. Project Timeline Dates and Service Hours

- 1.4.1. Start date: 1/1/2020
- 1.4.2. End date: 12/31/2020



AT&T Network Integration Change Request

- 1.4.3. Supplier shall provide Services during standard business hours (e.g., 7:30 a.m. to 4:30 p.m.) between Monday and Friday, excluding Customer holidays, with total weekly hours to average 40 per week. Actual weekly work schedule will be mutually agreed to among help desk consultant and Customer's department manager.

2.0 Term of SOW and Termination of SOW

2.1. Term of SOW: *Supplier shall provide Services for a term of: 12 months.*

2.2. Termination of SOW: *The termination provisions of the Agreement apply.*

3.0 Supplier Responsibilities

3.1. Supplier Project Management. *In support of the Services provided to Customer, Supplier shall provide a technician with the following experience and skills set:*

3.1.1. Experience:

- 3.1.1.1. Four years of related telecommunications work experience relative to telecommunications services MAC and a high school level education; or two years of related work experience and an Associate degree; or an equivalent combination of experience and education.
- 3.1.1.2. Experience working for an interconnect or telephone company in Centrex installation and administrative capacities. Two years' experience in voice/data installation and in customer relations with telephone company or interconnect company.

3.1.2. Skills:

- 3.1.2.1. Ability to work independently.
- 3.1.2.2. Ability to plan and meet deadlines.
- 3.1.2.3. Interpersonal skills and the ability to interact with all levels of staff.
- 3.1.2.4. Computer and customer service skills.
- 3.1.2.5. Knowledge of commonly-used concepts, features, and practices within a Centrex environment
- 3.1.2.6. Specific knowledge of operational support systems enabling MAC operations for Centrex telephone equipment.
- 3.1.2.7. Familiarity with installation, administration, and feature use of voice mail systems.

3.2. Staging - Infrastructure Configuration

Not applicable

3.3. Installation and Configuration

Not applicable

3.4. Test and Turn-up

Not applicable

3.5. Training (including E-Rate training, to the extent applicable)

Not applicable

3.6. Change Control Process. *In the event either Party requests a change, it will submit the requested change in writing to the other Party, substantially in the form of Appendix A to this SOW. The receiving*

**AT&T Network Integration Change Request**

Party shall issue a written response within five (5) business days of the receipt of the request, indicating whether the receiving Party accepts or rejects the change(s).

3.7. Deliverables Supplier shall provide to Customer the following Deliverables:

Deliverable	Description
On-Site technician	Centrex help desk technician, 40 hours per week

3.8. Acceptance/Approval

- 3.8.1. Acceptance shall be as set forth in the Agreement, unless otherwise set forth in Appendix B;
- 3.8.2. In the event AT&T's Customer does not Accept the Services, AT&T will notify Supplier in writing of all deviations from Customer's requirements and specifications in Supplier's performance, including any deviations identified by Customer.
- 3.8.3. Supplier shall resolve the deviations(s) promptly within a time period specified by AT&T.
- 3.8.4. Once all deviations have been resolved to AT&T's Project Manager's and Customer's reasonable satisfaction, AT&T's Project Manager will Accept the Services and Materials/Equipment, if applicable, in writing.

4.0 AT&T Responsibilities

Not applicable

5.0 Contacts The "Project Managers" and/or points of contact shall be:

5.1. For AT&T: Shane Robinson, 404-353-0642, sr962d@att.com

5.2. For Supplier: Clayton Bell, 770-434-5017 (ext. 2225) cbell@iss2.com

5.3. For Customer: Roy Todd, 404-612-0062, Roy.Todd@fultoncountyga.gov

6.0 Travel Expenses:

Not applicable

7.0 Non-Solicitation and Non-Compete:

For the SOW term and for a (1) one year period following the termination of this SOW, Supplier agrees not to solicit Customer to provide Services similar to the Services provided hereunder, without the written consent of AT&T except to the extent that Supplier has preexisting contractual relations with Customer. Public seminars and advertisements are not applicable to this Section.