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**Board of Commissioners  
 Agenda Item Transmittal Form  
 Procurement/Contract Transmittal Form**

<b>Type of contract:</b> 1 year <input type="checkbox"/> Multi-year <input type="checkbox"/> Single Event <input type="checkbox"/>		CC Use Only Contract #:
<input type="checkbox"/> <b>Submission Information</b> Contact Name: Margaret Moore-Jackson Department: Technology Services Project Title: Cisco Emergency Responder Deployment for Rockdale County Funding Account Number: 100-1535-521300-05 ✓ Contract amount: \$16,104.11 Contract Type: Goods (X) Services (X) Labor ( ) Contract Action: New (X) Renewal ( ) Change Order ( ) Original Contract Number:		<input type="checkbox"/> <b>Vendor Information</b> Vendor Name: Disys Corporation (DSI) <i>Solutions, Inc.</i> Address: 44670 Cape Court, Ste. 100 Address: Ashburn, VA 20147 Email: Pankaj.sharma@disyssolutions.com Phone #: 888-286-3896 Contact: Pankaj Sharma Term of contract:
<b>Finance Director Signature</b> I have reviewed the attached contract, and the amount is approved for processing. Signature: <i>Jan F. Ch...</i> Date: 02/03/2021 <i>CHIEF OF STAFF</i>		<b>Procurement Officer Signature</b> I have reviewed the attached contract, and it is in compliance with Purchasing Policies of Rockdale County. Signature: <i>Janet Malone</i> Date: 1/5/2021 <i>reg provided</i>

Summary: Cisco Software and licenses for E911 call locator.

Department Head/Elected Official Signature:

Date:

*Margaret Moore-Jackson*

12/30/20

2021-54



44670 Cape Court, Suite 100  
 Ashburn, VA 20147  
 Phone: (888) 286-3896  
 Fax: (703) 802-0798  
 Cage Code: 674Q4  
 DUNS: 962751918  
 FEIN: 27-2586114

# Quote

Quote Date	12/30/2020
Expiration Date	3/30/2021
Quote Number	10202020-1

State of GA Contract Number: 99999-SPD-TZ01Z0501-0006

**BILL TO**  
 Rockdale County  
 1329 Portman Drive  
 Attn: Vickie L. Gipson  
 Conyers, GA 30094

**SHIP TO**  
 Rockdale County  
 1329 Portman Drive  
 Attn: Vickie L. Gipson  
 Conyers, GA 30094

PREPARED BY	PREPARED FOR	PHONE #	EMAIL ADDRESS	SHIP	TERMS
Pankaj Sharma	Vickie L. Gipson	(770) 278-7072	Vickie.Gipson@RockdaleCountyGA.gov	Best Way	NET30

ITEM #	PRODUCT DESCRIPTION	QTY	LIST PRICE	UNIT PRICE	TOTAL
R-EMRGNCY-RSPNDR	Emergency Responder Electronic Software Delivery	1	\$	\$	\$
CON-ECMU-EMRGNCY	SWSS UPGRADES EMRGNCY RSPNDR	1	\$	\$	\$
ER-NEW-OR-ADDON	Not an upgrade	1	\$	\$	\$
ER12-USR-1	EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 12X SYSTEM	722	20.07	11.64	8,404.51
CON-ECMU-ER12USR1	SWSS UPGRADES EMRGNCY RSPNDR USR LIC 1 PHN FOR NEW 12X	722	2.00	1.80	1,299.60
ER12-D-SW-K9	EMRGNCY RSPNDR 12.0 SW NEW	1	\$	\$	\$
DSI PROFESSIONAL SERVICES	Implementation of the solution	1	\$	6,400.00	6,400.00

Additional Comments or Special Instructions

SUBTOTAL	\$	16,104.11
TAX RATE	0.000%	
TAX	\$0.00	
S & H	\$0.00	
OTHER	\$0.00	
<b>TOTAL</b>		<b>\$16,104.11</b>

Bank of America  
 10440 Main Street  
 Fairfax, VA 22030-3378  
 Routing/Transit #: 026009593  
 Lockbox Account #: 435013348599

Disys Solutions, Inc  
 P.O. Box 405881  
 Atlanta, GA 30384-5881

**ACH Information:**  
 Routing #: 051000017

Pankaj Sharma  
 Authorized by

12/30/2020  
 Date



## **Cisco Emergency Responder Deployment for Rockdale County**

### **Statement of Work**

**Date: Wednesday, October 14, 2020**

**Revised: Monday, January 25, 2021**

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**DSI Engineer:**  
Paresh Wagh

**Client:**  
Vickie Gipson

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# 1 Document Control

## Preparation

Action	Name	Role / Function	Date
Prepared by	Paresh Wagh	Sr. Network Engineer	10-14-2020
Contracts	Sharon Gammill	Manager, Contract	01-25-2021

## Release

Version	Date Released	Pages Affected	Remarks
1.0	10-14-2020	All	None
2.0	01-25-2021	Page 9	Rockdale County required Terms and Conditions Section 15 -18

## Distribution List

Name	Organization	Title
DSI Engineering	DSI	N/A
DSI Sales	DSI	Georgia Sales

## Approvals

Name	Title	Date	Version	Organization
Vinu Luthra	Chief Operating Officer	01-25-2021	2.0	Corporate

## 2 Introduction

This Statement of Work (“**SOW**”) is entered into on 10/14/20 (the “Effective Date”) by and between Disys Solutions, Inc. (“**DSI**”), a Virginia corporation, located at 44670 Cape Court, Suite 100, Ashburn, Virginia 20147 and Rockdale County (“**Client**”).

System and product names described in this document are not always accompanied by their trademark symbols (™, ®). All other trademarks are the property of their respective owners.

## 3 Proprietary and Confidential

This Statement of Work (SOW) includes data that shall not be disclosed outside of [Client] and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose other than to evaluate this proposal or quotation. If, however, a contract is awarded to DISYS Solutions Inc. (DSI) as a result of, or in connection with, the submission of this data, the client shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Client’s right to use information contained in this data if it is obtained from another source without restriction.

## 4 Definitions

- **Deliverable:** For the purposes of this SOW, the term ‘deliverable’ refers to one specific work product that is the outcome of the engagement. Collectively, deliverables are the product for which the price of this SOW is exchanged. Services or activities (work) will be performed as a part of this SOW in order to produce the deliverables (work product).
- **Documentation:** The terms ‘document’ and ‘documentation’ as they relate to this SOW are intended to mean any notes, charts, graphs, diagrams, report outputs, network addresses, passwords, configuration logs, or any other discretionary information deemed by DSI to be relevant to this effort. Documentation is not intended to be, or considered to be, complete, comprehensive, or exhaustive as it relates to the overall Client network or information systems environment. Any documentation provided as a part of the execution of this SOW will be limited to systems, items, or topics specifically referenced in this SOW.
- **Knowledge Transfer:** The term ‘knowledge transfer’, as it relates to this SOW, is intended to mean conversational discussions about various technical aspects of this effort. Knowledge transfer is not intended to be, expected to be, or considered to be complete, comprehensive, or exhaustive as it relates to the overall Client network or information systems environment. Additionally, knowledge transfer is not intended to replace the need for formal instruction or vendor-supplied training in the operation of any systems installed or configured as part of this SOW.
- **Training:** Unless otherwise specifically stated in this SOW, DSI supplied training is not intended to convey any formal certification or credential and is provided on a ‘best effort’ basis as a courtesy to the Client.
- **Best Effort:** The term ‘best effort’ as it relates to this SOW is intended to mean services provided by DSI to the Client with no express warrantee or guarantee implied. A particular outcome of best effort service is not guaranteed, but every effort will be made to ensure the best result possible within the time allowed and with the resources available.
- **IN SCOPE:** The work described in the Activities section of this document, and effort toward the fulfillment and delivery of items described in the Deliverables section of this document are considered to be ‘IN SCOPE’ as they relate to this effort. The contents of the Assumptions sections of this document provide specific clarification of the scope.
- **OUT OF SCOPE:** Any items, components, materials, efforts, objectives, tasks, or services not described in either the Activities or Deliverables section of this document are considered ‘OUT OF SCOPE’ as they relate to this effort. OUT OF SCOPE work will not be performed without written authorization by the Client via the project change control process described herein.
- **Testing, Validation, Verification:** The terms ‘testing’, ‘validation’ and ‘verification’ refer to the process of comparing measurements and observations of specific information systems to Client provided expectations or criteria. The Client is responsible to confirm that tests, validation, or verification is successful.

- **Client:** means entity who is authorized to receive or use the service or solution described in this SOW.
- **Normal Business Hours:** are Monday-Friday, 8:00am to 5:00pm local time excluding state, local and national holidays.
- **Milestone:** A specific goal, objective, or event pertaining to services described under the terms of this SOW.
- **Site Survey:** An assessment by partner of the readiness of the client site for the implementation of the product as further defined below.
- **Staging:** The assembly and software loading of product prior to Installation at client site.

## 5 Scope of Work

### 5.1 Project Objective

The objective of this project is to assist the Customer to successfully deploy Cisco Emergency Responder (CER) for Rockdale county.

### 5.2 Scope of Services

DSI will complete series of project phases in order to successfully prepare, design and implement Cisco Emergency Responder Application. These project phases may be performed in parallel without necessarily completing the previous phase before the next begins. The scope of services includes following project phases:

- a. Phase 1 – Planning, Preparation and Design
- b. Phase 2 – Implementation/Deployment
- c. Phase 3 – System Cutover & Support
- d. Phase 4 – Knowledge Transfer
- e. Phase 5 – Documentation

#### 5.2.1 Phase 1 – Planning, Preparation and Design

The assigned DSI Lead Engineer/Solutions Architect will coordinate with Customer's technical and non-technical teams (if applicable) to address these activities:

- Assess and/or reconfirm Customer's business and technical requirements
- Conduct installation planning sessions
- Conduct cutover planning sessions
- Collaborate with Customer to devise a detailed implementation timetable, project and resource plans
- Reconfirm party communication/notification planning

Prior to the staging of any equipment, additional design review session(s) will be held to discuss the project requirements. These meetings will include do discuss on below points. (some items may not be included or required, depending on the installation):

- Switch Configuration/Characteristic Assessment
- VLAN Configuration/Characteristic Assessment
- IP Address Characteristic Assessment
- IP address of all the switches in the network.
- SNMP server version details and credentials.
- SMTP address (IP and URL)
- ELIN numbers for all locations.
- Group email ID for alert
- Admin email ID from where emails will be generated in case of emergency
- Complete Address line for all the locations

Every effort has been made to provide a comprehensive scope of work for this project. However, it is possible that additional information will become available during the design review that will require changes to the scope. If changes are required, a Change Order will be required.

### 5.2.2 Phase 2 – Implementation/Deployment

DSI will perform following implementation/deployment activities:

- Install CER on customer provided UCS Servers
- Integrate CER with CUCM for 911 Call Routing
- Configure Cisco ER for 911 email notification
- Perform verification and testing to make sure that everything is correct and working properly.

### 5.2.3 Phase 3 – System Cutover & Support

After successful completion of the system verification and testing, DSI will work with Customer to perform the system cutover during planned maintenance window. DSI will provide total 4 hours of post installation support. Additional support can be purchased, as required, and would be in addition to the services contained in this statement of work.

### 5.2.4 Phase 5 – Knowledge Transfer

The knowledge transfer phase addresses the training needs of administrative users. DSI will conduct total 2 hours of knowledge transfer workshop towards the completion of the project.

### 5.2.5 Phase 6 – Documentation

The documentation phase is to allow for the creation of the detailed design documents for the Unified Communications solution as it is deployed. As-Built documentation will be provided for each installation as it is turned over, including e.g., design documents, configuration files, and diagrams.

## 6 Estimated Hours

The Professional Services listed in the Scope of Work section will be provided on a time-and-materials basis. DSI estimates that it will take estimated hours of Professional Services listed in the table below to complete the tasks and activities and provide the deliverables covered by this SOW.

Following table shows the total number of estimated hours required for this project:

Activity	Duration (Hours)	Location
Planning, Preparation and Design	4	Remote
Implementation/Deployment	20	Remote
System Cutover and Support	4	Remote
Documentation	2	Remote
Project Management	2	Remote
<b>Total Estimate Hours</b>	<b>32</b>	

## 7 Milestones

#	Milestone Task
---	----------------

1 Site Visit / Information Gathering



#	Milestone Task
2	Design and Configurations Development
3	Configuration Deployment and Testing
4	Migration / Cutover / Testing
5	Day2 Support
6	As-Built Documentation

## 8 Project Management

A DSI Project Manager will schedule, coordinate and assist DSI personnel assigned to the project. The Project Manager will communicate regularly with Client personnel and be the single point of contact for Client personnel during the project.

Some or all the following activities may be included in the project depending on duration and complexity.

1. Project kick off meeting/workshop
  - a. Team introductions
  - b. Project overview
  - c. Initial schedules
  - d. Document any follow ups
2. Initial project planning meeting
  - a. Escalation contacts
  - b. Identify proposed project schedule
  - c. Identify estimated project completion date
3. Ongoing project meetings (for projects lasting more than two weeks)
  - a. Current status
  - b. Concerns
  - c. Follow ups
  - d. Identify any changes that may require a Change Order
4. Project Close out Meeting
  - a. Project review
  - b. Address any open issues

## 9 Deliverables

Some or all of the listed documentation may be included as part of the delivered services.

- a. As-Built network diagram
- b. Addressing and passwords of devices
- c. All pertinent configuration files
- d. Brief explanation of configuration file parameters
- e. Basic troubleshooting techniques and links to appropriate online administration guides

## 10 Client Responsibilities

In the delivery of the service, the Client responsibilities will be to provide where applicable:

- a. Provide any supporting documentation such as building drawings/schematics/blueprints of Client site(s), network diagrams, configurations in electronic format;
- b. Provide remote Access to network(s) if necessary
- c. Provide any necessary escort personnel for DSI staff;
- d. Provide any necessary access, passwords, and visibility to all network devices configuration and security information
- e. Provide approval for digital photography
- f. Provide on-site access to all required areas and rooms, including secure and sensitive areas as necessary to perform the assessment
- g. Provide access to ladders, lifts and other available equipment, when required, for wireless network assessments
- h. Designate individuals as primary Project and engineering contacts
- i. Provide access to key knowledge personnel

## 11 DSI's Responsibilities

In the delivery of the service, DSI's responsibilities will be to provide:

- a. Trained and certified personnel to perform the activities identified in the Scope of Work Section of this document.
- b. Provide any necessary tool(s) and related technologies essential to perform activities identified in the Scope of Work Section of this document.
- c. Maintain client confidentiality and information security

## 12 Assumptions

Below is a list of assumptions related to the execution of the activities for this Statement of Work. Some assumption may vary depending on whether the activities are remote or on site.

- a. Access to Client systems as required as part of the scope of work
- b. Client Site(s) is accessible during project hours and there are no restrictions present to entering an area necessary for the Assessment
- c. DSI will be provided with necessary Client escort personnel to gain access to any necessary locations that may otherwise be inaccessible for security reasons
- d. Client will respond in a timely manner to requests for access to Client Site(s), device login, configuration and security information. Any delays may cause delays in the agreed to timeline
- e. Work will begin on an agreed schedule between the client, DSI PMO and DSI Sales.
- f. If there is a schedule delay not exclusively caused by DSI, or a change in scope or deliverables, there may be a mutually agreed to price increase
- g. Any changes to the design and equipment presented to the Client within this proposal and BOM will require a change order to the scope of work
- h. All Client systems that will interface with the solution provided as part of these services will have manufacturer support in place. Additional charges may result if DSI is required to trouble shoot unsupported systems.

## 13 Out of Scope

Any services that are not specifically detailed herein are excluded from the Services to be provided under this SOW.

## 14 Project Completion

This project will be considered complete when all expected deliverables have been received by Client, as acknowledged and agreed to by the parties through a Project Completion form, in accordance with the procedures set forth in this paragraph. At the completion of the project, DSI will provide the Client with a Project Completion form. The Client will have 7 calendar days from the date of receipt of the Project Completion form either (i) to accept it by signing and returning it to DSI, or (ii) to articulate its objections in writing to DSI. If the Client does not timely provide DSI with written acceptance or objection(s) within the



Seven (7) calendar day period, the Client will be deemed to have ACCEPTED the project and all associated deliverables without any further action by either party.

## 15 Indemnification

In addition to its agreement to obtain and maintain insurance as set forth herein, DSI agrees to indemnify and hold harmless the County, its officers, agents, and employees, from any and all claims against the County, its officers, agents and employees, which arise out of any act or omission of the DSI or any of the DSI's officers, agents and/or employees, and any and all claims which result from any condition created or maintained by DSI or anyone employed by DSI or any of their officers, agents or employees, which condition does not specify to be created or maintained by this Agreement.

## 16 Termination of Agreement

In the event either party elects to terminate this Agreement for whatever reason deemed appropriate, written notice shall be provided and termination shall be effective thirty (30) days from receipt of written notice.

### Notice

Any notice or other communication required or permitted to be given under this Agreement must be in writing and must be mailed by overnight delivery or certified mail, postage prepaid, so that the notifying party can prove delivery of notice and the date thereof, and addressed as follows:

#### To the County:

Rockdale County, Georgia  
Finance – Purchasing Division  
Attn: Tina Malone  
P. O. Box 289  
Conyers, Georgia 30012  
Email: [tina.malone@rockdalecountyga.gov](mailto:tina.malone@rockdalecountyga.gov)  
Phone: 770-278-7552

#### To the Contractor:

DISYS Solutions, Inc.  
  
Attn: Pankaj Sharma  
44670 Cape Court, Suite 100  
Ashburn, VA 20147  
Email: [Pankaj.sharma@disyssolutions.com](mailto:Pankaj.sharma@disyssolutions.com)  
Phone: 888-286-3896

## 17 Venue & Jurisdiction

The County and DSI, by entering into this Agreement, hereby agree that the courts of Rockdale County, Georgia shall have jurisdiction to hear and determine any claims or disputes between them pertaining directly or indirectly to this Agreement. DSI expressly submits and consents in advance to such jurisdiction in any action or proceeding commenced in said courts. The choice of forum set forth in this section shall not be deemed to preclude the bringing of any action by the County or the enforcement by the County of any judgment obtained in such forum in any other appropriate jurisdiction. Further, DSI hereby waives the right to assert the defense of forum non-conveniens and the right to challenge the venue of any court proceeding.

## 18 Governing Law

This Agreement shall be construed and interpreted according to the provisions of the laws of the State of Georgia.

## 19 Pricing

Below is pricing for the services and activities defined in this statement of work.

Customer:		Rockdale county				
Project:						
Estimating Engineer:		Paresh Wagh				
Qty	Position	Estimated Hours	Remote Rate	Onsite Rate	Remote Extended	Onsite Extended
					\$ -	\$ -
1	Senior Engineer			\$ 250.00		\$ -
1	Senior Engineer	32	\$ 200.00		\$ 6,400.00	
				Sub Totals	\$ 6,400.00	\$ -
Grand Total					\$ 6,400.00	\$ 6,400.00

## 20 Billing


Client will be invoiced monthly for services to date. If the project is completed prior to the end of the month, the final invoice will be submitted as soon as the project effort is complete. If billing milestones are established as part of the project, it will supersede monthly invoicing.

## 21 Change Order to Statement of Work

Requests by Client, which are outside the scope of this SOW are subject to a change order using the form in Appendix C.

## 22 SOW Acceptance

As a duly authorized representative, I hereby acknowledge, accept and authorize this statement of work.

Client	
	
(SIGNED)	(DATE)
<p>Osborn Nesbitt, Sr., Chairman</p>	
(PRINT NAME)	(TITLE)

This SOW will not be considered valid for execution unless signed by authorized agent of Client.

**ATTEST:**

Approved as to form

\_\_\_\_\_  
Jennifer O. Rutledge, County Clerk

\_\_\_\_\_  
M. Qader A. Baig, County Attorney