



Vendor: AT&T Corp. (“AT&T Consulting”)
Customer: DeKalb County
Engagement Number: 1482-01-193E
Engagement Name: SIP Transformation – Implementation
AT&T Contract Number: 201705043653UA
Date of Submission: September 11, 2018
Primary Work Site:

AT&T Corp. provides services under the brand AT&T Consulting.

This Statement of Work (SOW) constitutes an offer by AT&T Consulting to perform the services described herein. This offer may, at AT&T Consulting's option, be withdrawn if not signed and returned by DeKalb County within 45 days from the date of submission shown above.

This SOW is an attachment to the Agreement 201705043653UA and is hereby incorporated into said Agreement. This SOW may only be modified by a written Change Order executed by the parties hereto.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be duly executed. Each party warrants and represents that its respective signatories whose signatures appear below have been and are on the date of signature duly authorized to execute this SOW.

Intellectual Property Rights

- (i) All intellectual property and proprietary rights arising by virtue of AT&T's performance of the Services are and will be the sole and exclusive property of AT&T, and neither ownership nor title to any such property will pass to DeKalb County.
- (ii) DeKalb County shall own the copies of any reports produced and furnished to DeKalb County by AT&T in providing the Service (“Reports”), and DeKalb County is hereby granted, under AT&T's copyrights, the perpetual, non-exclusive, personal and non-transferable right to reproduce and modify the Reports for DeKalb County's own internal business purposes. For avoidance of doubt, “internal business purposes” exclude public distribution or resale to third parties and revenue generation purposes.
- (iii) AT&T hereby grants to DeKalb County the non-exclusive, personal, and non-transferable right to use any items (other than Reports) produced and furnished to DeKalb County by AT&T in providing the Services, solely for DeKalb County's own internal business purposes during the term of this Agreement, or for such other purposes as may be mutually agreed in writing by the parties.
- (iv) Except as otherwise specified herein, no other right or license to or under any of AT&T's intellectual property rights is either granted or implied under this Amendment.

AUTHORIZED SIGNATURE

DeKalb County

ACCEPTANCE SIGNATURE

AT&T Corp.

Signature

Signature

Name Printed

Name Printed

Title

Title

Date

Date

FOR AT&T Consulting INTERNAL USE ONLY _____
ATTUID Initials

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1. Introduction

Dekalb County is planning for centralized SIP trunking at four datacenter / hub sites for their data and telephony infrastructure. The primary telephony system is based on Avaya CM version 5.2.1. Those four locations will act as hubs for Dekalb County's centralized SIP trunks.

The centralized SIP trunking will be installed on AVPN circuits for IP Flexible Reach (IPFR). IPFR Enhanced Features – Trunk Call Routing (TCR) will be used for intersite failover/redundancy (if purchased and provisioned).

At AT&T Consulting, our mission is to provide world class, objective consulting solutions and become our customer's Trusted Advisor. In this case, AT&T Consulting is proposing a turnkey implementation of a centralized SIP trunking solution for Dekalb County. Dekalb County is planning to integrate AT&T's IP Flexible Reach service into their Avaya telephony platform. AT&T Consulting will provide services to support the migration from the current services to a redundant centralized SIP trunking solution. The centralized SIP trunking will provide high availability, flexibility, and call routing options. The engagement requires a review of the current voice systems, contact center, dial plan, and datacenter network infrastructure. AT&T Consulting's UC SIP Transformation methodology guides Dekalb County through the planning, design, implementation, and transformation phases of the solution.

2. Description of Work

AT&T Consulting provides a structured approach and methodology for delivering SIP transformation services. The approach is to align the appropriate skillsets to the specific areas of focus and allow the Consultants to execute the methodology across organizations responsible for the different areas of focus. The phases and/or services of this proposal are as follows:

a) Project Initiation/Kick-off

AT&T Consulting recognizes the value of communication and ongoing collaboration with our customers. As such, we include a project initiation meeting (kick-off meeting) with all our engagements. During the meeting, AT&T Consulting will address the following topics:

- Introduce key people at Dekalb County and AT&T Consulting.
- Exchange contact information (for regular reporting and emergencies).
- Review scope of services.
- Review communication, notification, and issue escalation procedures.
- Discuss other specific Dekalb County requests and rules of engagement.
- Discuss the involvement of the Client's technical staff in the project for knowledge transfer and security

Each party will designate a Single Point of Contact (SPOC) that has the authority to represent such party and has decision-making authority for most matters. All material communications should be conducted through the SPOCs. Such communications should either be in writing or summed up in writing. However, it is recognized that for the sake of efficiency, there will need to be direct communications between AT&T Consulting team members and various Dekalb County employees. Any conversation that may have a material outcome on the success of the engagement will need to be documented and sent to the SPOCs.

For the duration of the engagement, AT&T Consulting will conduct status meetings. The frequency of the status meetings will be determined at the kickoff meeting. AT&T Consulting will conduct the status meetings in person during the period of onsite performance and via a conference call during periods of remote work.

b) Detailed Design and Engineering

AT&T Consulting will develop the detailed design for new components for the centralized SIP trunks as well as current systems that must be modified to integrate the new platforms. The design will include physical connectivity specifics as well as the logical configuration parameters and test scripts for each device. Physical design specifications include proposed rack layouts, port counts, equipment power, space, environmental, and patch cord requirements for each element in scope. The following areas will also be addressed during this phase:

- a) Review technical and business requirements for the centralized SIP trunking architecture
- b) Detailed Low Level design; which will include:
 - 1) Description of current Telephony architecture along with diagrams
 - 2) Scalability elements of the SIP solution including the transport circuit, WAN router, Avaya CM, and Session Border Controllers (SBC)
 - 3) Redundancy and High Availability elements of the SIP solution
 - 4) AVPN transport WAN Edge Routers supporting the IP Flexible Reach SIP trunking for ingress / egress including standard Dekalb County router configuration, QoS configuration, BGP and IP Routing configuration
 - 5) Data center LAN switches used for connectivity related to the Centralized SIP trunking core. The quantity, type and configuration will be determined as part of the detailed design
 - 6) IP Addressing required for SIP transport circuit WAN router, LAN switches, and external, management, and internal interface for the Session Border Controllers.
 - 7) Session Border Controllers (SBC) connectivity and configuration.
 - 8) Related internal logical SIP trunking for SBC and Avaya CM PBX systems
 - 9) Review, Validate, Update dial plan and call routing
- c) Development of Dekalb County System and Functionality Acceptance Test plan, including:

- 1) SIP Head End system test plan
- 2) Call flow/Feature testing items
- 3) Failover test plan that includes network failure, SBC failure, and intersite failover
- 4) Remote Site cutover test plan

c) Transformation Planning

During the Transformation Planning phase, the overall governance plan will be defined and developed along with the integration schedule. AT&T Consulting will assist Dekalb County with the telephone number porting process for the four (4) hub sites. The list of remote/retail sites were provided by Dekalb County and itemized in the General Quantities Section. The following are will be addressed during this phase.

- a) Develop the transformation plan, which includes the overall SIP Transformation Schedule, resources, tasks, and dependencies for Local Number Portability (LNP), Public Safety Answering Point (PSAP) Registration by AT&T BVoIP - Business Voice over Internet Protocol Services.
- b) Each remote site / Branch office Extension (BoE) site will have a 911 Service Availability check performed by the AT&T Account Team. AT&T BVoIP services will perform the PSAP association for each BoE site with an address and telephone number/DID. If the site does not pass the AT&T BVoIP Service Availability check it will be removed from the site migration schedule.
- c) Telephone number data gathering and data validation activities
- d) AT&T Consulting will create Customer Service Records (CSR)
- e) AT&T Consulting will scrub Customer Data against the CSRs received to ensure accuracy of the DIDs on record and requesting to be migrated.
- f) AT&T Consulting will plan, coordinate and complete Local Number Porting (LNP) requests for all four (4) hub sites.

d) Execute Core Deployment

AT&T Consulting personnel will work in coordination with Dekalb County and any customer third parties to support the installation, configuration, testing, and turnover to operation of the proposed centralized SIP solution at the four (4) datacenter/hub sites. The following high-level tasks will be addressed during this phase:

- a) Installation and Configuration – IP Flexible Reach connectivity from the customer (User) side including coordination with the network provider project and engineering team.
- b) Integration, configuration, and documentation of the IP-PBX and Session Border Controllers at the two telephony data centers as well as configuration and documentation of the networking hardware need to support the SIP and SBC integration.

- 1) IP Flexible Reach related Edge WAN and LAN components
- 2) High Availability – IPFR Enhanced Features (if purchased)
- 3) Avaya CM and Session Border Controllers (SBC)

e) Acceptance Testing

Upon the completion of all SIP infrastructure related equipment configuration AT&T Consulting will support and perform the BVoIP IP Flexible Reach services Test and Turn-up (TTU) session(s). Based on the outcomes of this testing, the test scripts created in the Detailed Design and Engineering will be finalized.

- a) Inbound and outbound call flow functionality testing via the four (4) datacenter and hub sites
- b) Intersite failover testing between each of the two hub site combinations
- c) Test SIP trunking functionality and integration with production Avaya CM PBX, SBC, and centralized SIP trunking solution
- d) Production BVoIP IP Flexible Reach services and SBC will be tested with Dekalb County's Avaya CM PBX
- e) Provide validation and execution of testing steps on the production environment

f) Transformation Governance

AT&T Consulting will assist Dekalb County with porting of four (4) hub site numbers to the centralized SIP trunking solution. The development of the governance plan covering engineering, operations, communications, procurement, and internal PM teams will be completed.

- a) Overall project management is provided to cover the following:
 - 1) Develops detailed work plans and project schedules
 - 2) Responsible for alerting the local contact at each site concerning the project and the upcoming migration/cutover of TDM service to centralized SIP trunks
 - 3) Discovery and tracking of the TDM circuits that require disconnects. Provide information to AT&T account team to schedule circuit disconnects.
- b) Engineering resources are provided to address the following:
 - 1) AT&T Consulting will work with AT&T BVoIP Services to support each remote site's telephone porting/cutover. AT&T Consulting will provide remote site cutover/porting support.
 - 2) AT&T Consulting will conduct per site test plans to validate the call flow functionality

- 3) AT&T Consulting will perform any necessary troubleshooting of site-related migration and transformation issues
- 4) AT&T Consulting will provide Day 1 support for each site during cutover during the duration of the project engagement.

g) Knowledge Transfer and Documentation

AT&T Consulting conduct administration knowledge transfer with Dekalb County on the overall SIP architecture solution and configuration elements.

- a) Conduct knowledge transfer
 - 1) Onsite session(s) or Off-site Web meeting
 - 2) Deliver Detailed Design document in Word format
 - 3) Conduct Presentation of a Detailed Design guide in Microsoft PowerPoint
 - 4) Review configuration SIP components as necessary
- b) Finalize deliverable documentation

3. Technologies in Scope

- Avaya Communications Manager
- AT&T IP Flexible Reach

4. General Quantities

Items	Dekalb County
SIP Trunk Data Center and Hub Sites	Four (4); see Site List
Branch/Remote Sites	103
DID Quantity	10,000

5. Hub Site List

No.	Name	Address	Telephone Numbers
1	Courthouse	TBD	TBD

No.	Name	Address	Telephone Numbers
2	WEX	TBD	TBD
3	Jail	TBD	TBD
4	Scott Candler	TBD	TBD

6. Deliverables

AT&T Consulting will provide documentation during and at the conclusion of the project, that includes the following:

- a) Consolidation of current network documentation and integration of any documentation created during the engagement to augment what exists now.
- b) Detailed Design Guide – (Microsoft Word)
 - 1) Physical / logical topology and connectivity.
 - 2) Application integration and support (e.g., PBX, contact center / ACD / IVR, UC, etc.).
 - 3) Dial plan and call routing.
 - 4) IP addressing and routing architecture.
 - 5) Call flow diagrams included in document and separate Microsoft Visio diagrams included.
 - 6) SBC configuration.
- c) Configuration of centralized SIP trunking solution, which includes WAN routers, SBC, and integration to IP-PBX and contact center.
- d) System and acceptance testing documentation (Microsoft Word and/or Excel).

7. Services Out of Scope

The following activities are out of scope for this effort but can be provided using the AT&T change control process. AT&T Consulting will not provide as part of this effort:

- a) A comparison of multiple SIP carriers and/or equipment manufacturers is excluded.
- b) Physical cable plant, environment, power, and HVAC analysis.

- c) Business need discovery or analysis for customer contact support by the DeKalb County contact center.
- d) Components, applications, changes, or implementation of any contact center or any related application or component.
- e) Analysis of contact center performance, staff sizing, or customer experience.
- f) Financial or operational review.
- g) Simulation load testing of the SIP trunking environment.
- h) Any features, functions, hardware, software, or services not specifically stated and detailed as AT&T Consulting deliverables within this statement of work are not included.
- i) Any pricing as it relates to the cost of new or additional networking hardware (i.e. Avaya products).

8. Approach

AT&T Consulting will sponsor a project kick-off meeting to review this SOW, obtain any information required from DeKalb County but not yet received, and discuss working arrangements not defined in this SOW.

Each party will designate a Single Point of Contact (SPOC) that has the authority to represent such party and has decision-making authority for most matters. All material communications should be conducted through the SPOCs. Such communications should either be in writing or summed up in writing. However, it is recognized that for the sake of efficiency, there will need to be direct communications between AT&T Consulting team members and various DeKalb County employees. Any conversation that may have a material outcome on the success of the engagement will need to be documented and sent to the SPOCs.

A project schedule will be developed and agreed to early in the engagement. This project schedule will highlight key milestones, deliverable dates, responsible parties, and any predecessor activities. The project schedule will be maintained throughout the engagement and progress will be tracked against it.

During the course of this effort, AT&T Consulting will apply its proprietary methodology to leverage its knowledge gained in similar engagements.

AT&T Consulting, in coordination with DeKalb County, will establish a mutually agreeable working schedule and delivery plan as the first phase of this engagement.

At the conclusion of the engagement, AT&T Consulting will conduct an executive presentation to review the final deliverables and discuss next steps.

9. Project Dependencies

To manage any necessary changes to scope, deliverables, resource availability, or underlying project assumptions, we will use AT&T's standard Change Control Process.

- Timely access to network devices, systems, locations, documentation, and key stakeholders who are vital to the information collection phase of this project
- Scheduling of meetings or receiving timely feedback
- Other than authorized Denial of Service (DoS) attacks, testing activities performed by AT&T Consulting in connection with AT&T Consulting's services are not intended to interfere with or in any way disrupt any activities of DeKalb County before, during, or after the activities. Nevertheless, testing services may cause interruptions in network service.
- Appropriate access to customer personnel, vendors, or other entities, or the receipt of current, accurate data, documentation, or systems
- Product vendor(s) are able to remedy hardware or software that fails to perform to specification and be remedied in the timeframe required to meet the engagement schedule.
- Product vendor(s) are able to deliver all necessary hardware and software in a commercially reasonable timeframe.

10. Assumptions

Multiple assumptions were made in the constructing of this proposal:

1. DeKalb County will be responsible for ensuring that all necessary personnel are available to AT&T consultants in a timely manner and ensure cooperation of vendors and partners as needed. All telephony product manufacturers and providers related to this project will provide any product-specific information required by this project in a timely fashion.
2. DeKalb County will identify primary on-site contacts and key personnel necessary to conduct required assessment activities. All pertinent documentation will be provided in a consolidated format.
3. DeKalb County has ordered or has existing transport for the IP Flexible Reach service with a scheduled delivery date prior to start of the detailed design & engineering phase of the project.
4. DeKalb County has ordered the centralized IP Flexible Reach service by the start of the detailed design phase.
5. DeKalb County has procured and received SIP core infrastructure equipment such as SBCs and switches prior to start of the detailed design & engineering phase of the project.
6. AT&T Consulting estimates that approximately less than 25% of the consultant work required will be performed on site, depending on requirements. The engagement manager will provide remote support. Consultants work 40 hours per week during local standard business hours, with travel time allotted during the work week for on-site activities.
7. Provide all necessary network access (logins, passwords, etc.) to AT&T Consulting at the start of the engagement.

8. Provide AT&T Consulting's consultants with the necessary physical and/or system access required to complete the deliverables.
9. Provide or purchase new software purchase, a software support agreement for all software products used in the implementation. AT&T Consulting will be allowed to use the support services if problems arise in the testing or implementation process. AT&T Consulting's use of these agreements will be limited to issues arising out of this engagement.
10. SBC implementation activities will cover four (4) locations. The sites are:
 1. Hub 1; refer to Site List
 2. Hub 2; refer to Site List
 3. Hub 3; refer to Site List
 4. Hub 4; refer to Site List
11. AT&T Consulting estimates that approximately 0-25% of the consultant work required will be performed on site, depending on DeKalb County requirements. The engagement manager will provide remote support. Consultant work 40 hours per week during local standard business hours, with travel time allotted during the work week for on-site activities.

11. Customer Responsibilities

DeKalb County agrees to provide timely access to all personnel, resources (including all necessary hardware, software, network access, adequate and secure workspace, and telephone access) and requested information that is deemed necessary by AT&T Consulting to ensure that AT&T Consulting can fulfill its commitments stated herein. When possible, AT&T Consulting will make reasonable efforts to provide lead-time to DeKalb County. Typically, this notification will occur at the weekly status meetings.

DeKalb County also specifically agrees to:

- Assign a Single Point of Contact (SPOC) to represent DeKalb County. The SPOC will have decision-making authority for most matters that may arise. Ensure that customer's SPOC be available to meet with AT&T Consulting a minimum of once a week for progress updates. The DeKalb County SPOC will be responsible to
 - Facilitate the scheduling of interviews and information gathering sessions within DeKalb County's organization, unless other arrangements are agreed upon by the SPOCs.
 - Identify and coordinate with the appropriate individuals to review draft deliverables. These reviews must be within the agreed upon timeframe in order to maintain the engagement schedule.
- Provide stakeholder contact information, relevant to this project, prior to the start of the engagement.
- Identify primary on-site contacts and key personnel necessary to conduct required assessment activities in accordance with the project schedule.

- Provide input to and approval of the project schedule.
- Ensure that DeKalb County provided materials will be available on or before the date required as per the project schedule.
- Make DeKalb County resources (e.g., network, application, personnel, and third-party vendors) available at appropriate points in this engagement.
- Make appropriate representatives available for the presentation of the final deliverable.
- Provide AT&T Consulting with all relevant documentation and information as it pertains to the business requirements and current network environment at the kickoff meeting.
- Provide all information and materials required for this Statement of Work on a timely basis. To the best of DeKalb County's ability, all information will be complete and accurate.
- Provide all required access (logins, passwords, facilities, personnel, etc.) to AT&T Consulting at the start of the engagement.

If DeKalb County fails to perform any of the responsibilities set forth herein, the parties agree to resolve the situation via the Change Order Process. Notwithstanding the foregoing, neither of the principal parties is bound to use the Change Order Process in the event of a material breach by the other party.

12. Communications Plan

a) Kickoff Meeting

- This SOW will be reviewed and any questions or issues will either be resolved at the meeting or will be documented and the results communicated in writing as soon as practical.
- All key stakeholders within DeKalb County will be identified and their email and phone numbers provided for future reference. Ideally, most if not all of these stakeholders will attend the kickoff meeting.
- All individuals that are to receive the weekly status reports will be identified. The agreed upon form of delivery (e.g., hard copy, email) should also be specified.

b) Project Schedule

AT&T Consulting, in coordination with DeKalb County, will jointly develop a project schedule that will, at a minimum, identify milestones and deliverable dates.

13. Completion Criteria

This engagement will be deemed completed when the following items have been accomplished:

- All Deliverables specified in this SOW have been submitted to the DeKalb County SPOC.

a) Status Reports

A status report will be provided weekly and reviewed in the status review meeting.

b) Status Meetings

- The initial expectation is that they will be held weekly, although the timing may be adjusted based on the needs of the engagement.
- At a minimum, the DeKalb County and AT&T Consulting SPOCs will be in attendance. Additional parties will be invited based on the needs of the engagement.
- AT&T Consulting will provide an update as to the overall status of the engagement and plans for the coming week that will involve DeKalb County personnel or resources.
- Discussion and resolution of any non-critical issues that are occurring.
- Review of any issues that have been escalated.
- Notification to the other party of any planned absences of key personnel.
- Review of the Project Schedule.

14. Escalation Process

In the event of any issues arising under this SOW, either party may initiate the escalation process by contacting the representative of the other party. If the individuals at any level cannot resolve a performance deficiency to the parties' reasonable satisfaction within the specified period following referral, a party may require that the matter be escalated to the next level. At each level, the parties' representatives will attempt in good faith to address the issue as expeditiously as feasible.

a) AT&T Consulting Escalation Path

Name	Title	Phone Number
David Eith	Manager Professional Services	(770) 595 8977
Paul Bloodworth	Business Development Manager	(770) 337 9151
Richard Parsons	Sales Director Consulting Services	(678) 230 1544

b) DeKalb County Escalation Path

Name	Title	Phone Number
Anthony Hicks	SPOC	
Jim Saad	Systems Administrator	(404) 780 2332
Scott Longenbach	IT Manager	(470) 755 4503

15. Initiation of Work

In order for work to begin, AT&T Consulting will require receipt of the fully executed SOW and any required documents (e.g., purchase order, professional services attachment) 10 days prior to the initiation of work. The kickoff meeting will mark the official start of this engagement.

If for any reason both parties agree to start the engagement (i.e., conduct the kickoff meeting) later than 12/1/2018, any reference in this SOW to a specific start or completion date of a deliverable or other event shall be extended by one business day for each business day that the kickoff meeting is delayed.

16. Timeline

Execution of the SIP Transformation plan, design, implementation, and migration will take approximately sixteen (16) weeks with the following resources involved:

- a) Engagement Manager (EM), part-time for the duration of the program – The EM has multiple responsibilities including the responsibility for the quality of the engagement delivery. Responsibilities include: assignment of resources for the engagement, coordination of kickoff-meeting, accuracy of billing, and first point of escalation.
- b) Project Manager (PM) / porting analyst, full-time for a subset of the program – The PM is an expert in the management of activities related to SIP projects. This includes activities defined in transformation planning, transformation governance, and site migration. The PM has responsibility for maintaining the project plan for the engagement. The PM is responsible for the telephone number porting process and schedule.
- c) Sr. Lead Consultant UC, full-time for the duration of the program – The Sr. Lead Consultant UC is the project technical lead for the engagement. This resource is an expert in the technical aspects of SIP transformation and has responsibility for detailed design, execution of the core SIP infrastructure, acceptance testing, site migration, and knowledge transfer. This resource will be engaged from the beginning to the completion of the centralized SIP trunking project.
- d) UC National Practice Lead (NPL), part-time for the duration of the program – The NPL is the knowledge and thought-leader for AT&T in the SIP transformation space. The NPL maintains oversight of the technical (architecture/engineering) aspects of the project as it progresses.

Week:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Kickoff, Program Initiation	█																								
Detailed Design	█	█	█	█																					
Transformation Planning	█	█	█	█	█	█	█	█	█	█															
Execute Core Deployment																									
Acceptance Testing																									
Execute Transformation and Governance																									
Knowledge Transfer																									

17. Charges and Expenses

As consideration for providing the Services detailed in this SOW, DeKalb County will pay AT&T a firm fixed fee of \$359,479.00 invoiced as follows:

Milestone	Invoice Amount
Initiation of work (Kickoff Meeting)	\$80,000.00
Completion of detailed design and transformation planning	\$70,000.00
Completion of core deployment and acceptance testing	\$75,000.00
Completion of transformation and knowledge transfer	\$134,479.00

The above charges and fees include travel and travel-related expenses up to eight on site visits by non-local consultants. The charges also do not include any taxes or other governmental charges that may apply. All quotes are in US dollars.

Pricing is based on the defined scope of work as set forth in this SOW. Any additions or changes to this SOW may necessitate changes in pricing. Pricing herein assumes no material project delays will occur that would require AT&T to stop or delay work.

AT&T Consulting will provide regular status updates to DeKalb County so that the budgetary impacts may be monitored as work progresses. If during the engagement it is determined that the work will extend past the expected duration, then the Change Order Process will be used to provide additional funding.

Invoice Verification:

DeKalb County will issue a purchase order

DeKalb County does not issue purchase orders for these services ordered. In order to ensure correct and timely invoicing, DeKalb County has provided a reference number and billing information to be identified on the invoice.

Reference# _____

Bill to/Ship to:

Name: Scott Longenbach

Title: IT Manager

DeKalb County Government, Dept. of Innovation and Technology

Bobby Burgess Building

3630 Camp Circle

Decatur, GA 30032

Phone: (470) 755 2363

Amount: \$359,479.00

Terms: Net 30

18. Change Order Process

To manage any necessary changes to scope, deliverables, resource availability, or underlying project assumptions, we will utilize AT&T Consulting's standard Change Control Process. The process is summarized as follows:

1. Upon recognition of a potential change, DeKalb County and AT&T Consulting will mutually agree upon the nature of the change.
2. AT&T Consulting will determine the effect of the potential change and document the specifics of the change using AT&T Consulting's standard Change Request template. Change Requests will be assigned a unique control number for convenient reference and management.
3. The Change Request will be provided in draft form to DeKalb County's primary project contact for review in a timely manner. Any immediate and unavoidable impact on the Services, such as critical path delays being caused by the potential Change Request, will be communicated as soon as possible to DeKalb County leadership.
4. DeKalb County and AT&T Consulting will come to agreement on the terms of the Change Request and DeKalb County will sign the Change Request document. Prior to incurring any additional effort or cost

related to the Change Request, AT&T Consulting must be in receipt of a signed Change Request document.

19. Engagement Contacts

DeKalb County

Scott Longenbach, IT Manager
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