

GuidePoint Security Scope Change Addendum

This Scope Change Addendum ("Addendum"), dated June 10, 2022, amends and is hereby incorporated into the existing Unified Communications as a Service and Contact Center as a Service Assessment Statement of Work ("SOW"), **GPS #115155**, entered into by and between GuidePoint Security LLC ("GuidePoint") and Arlington Virginia County Government ("Arlington Virginia" or "Client") on December 16, 2021. Reference is further made to the Rider Agreement No. 22-DTS-R-368 dated August 20, 2021 between GuidePoint Security LLC ("Contractor") and County Board of Arlington County, Virginia ("County") for the duration of this engagement.

Modification of Statement of Work

Arlington Virginia and GuidePoint mutually agree to modify the SOW to incorporate the terms of this Addendum to change the scope of the Unified Communications as a Service and Contact Center as a Service Assessment of the engagement. If any conflict exists between the terms of the original SOW and this Addendum, the terms of this Addendum shall govern.

GuidePoint will not complete the Carrier Circuit Identification & Telecom Expense analysis due to not receiving the Verizon Letter of Agency (LOA). Therefore, the following tasks will be removed from the SOW:

Carrier Circuit Identification and Telecom Expenses

Leveraging subcontractor Warner Telecom, GuidePoint will identify existing carrier circuit services provided to Arlington Virginia by reviewing current Verizon invoices. GuidePoint will identify SIP trunks and their capacities, as well as termination points and any redundant configurations. GuidePoint will also evaluate analog lines in use by Arlington Virginia, versus not-in-use. In order to accomplish these elements, a signed Letter of Agency (LOA) and electronic invoices will be required in order to access current carrier charges. This will not include telecom expenses related to cellular services.

Deliverables:

- 3) Carrier circuit IDs, logical configuration for redundancy, & maximum SIP sessions.
- 5) A separate close out will be scheduled to review only the findings of Warner on circuitry and analog lines.

GuidePoint will complete the following additions, as a zero-dollar change to the existing SOW:

1. **Staffing Plan:** A two-page deliverable will outline resources anticipated during an implementation and migration to CCaaS and UCaaS. In addition, the staffing plan will highlight roles required once migration is complete, and the operations of CCaaS and UCaaS commence. Descriptions and experience of the staff will be defined. Specific emphasis will be placed upon the PM role, and what will be needed throughout the migration process.
2. **Premise-based Migration:** In this two-page deliverable, a progression of retiring existing hardware and software will be defined. A plan for sequencing systems and associated hardware will be described as it pertains to the most non-disruptive experience for the end-user as possible.
3. **User Survey:** Document that will provide survey questions to help DTS define the quantities of hard phones, soft phones and mobility apps required to serve the user community:
 - a) UCaaS
 - b) CCaaS



Pricing

- There is no difference in pricing between the original SOW and this Addendum. The pricing in the original SOW shall supersede.

Signatures

	GuidePoint Security LLC		Arlington Virginia County Government
By:	_____		_____
	Authorized Signature Date		Authorized Signature Date
Name:	_____		_____
	(Print Name)		(Print Name)
Title:	_____		_____

GPS #115155

Unless using DocuSign, please e-mail/fax signed copies with Arlington Virginia's signatures to services@guidepointsecurity.com or (877) 889-0132.