



BOARD OF SUPERVISORS AGENDA ITEM REPORT
CONTRACTS / AWARDS / GRANTS

☐ Award ☒ Contract ☐ Grant

Requested Board Meeting Date: January 14, 2020

* = Mandatory, information must be provided

or Procurement Director Award ☐

***Contractor/Vendor Name/Grantor (DBA):**

Drexel Heights Fire District DBA Valley Emergency Communications Center

***Project Title/Description:**

Intergovernmental Agreement between Pima County and Drexel Heights Fire District for Supporting Valley Emergency Communications Center's Computer Aided Dispatching (CAD) System on the Pima County IT Environment.

***Purpose:**

To formalize an Agreement between the parties to allow the County to maintain VECC's administrative computers located in PECOC by integrating them into the Pima County Information Technology environment.

***Procurement Method:**

This IGA is a non-Procurement Contract and not subject to Procurement rules.

***Program Goals/Predicted Outcomes:**

Pima County Information Technology Department will provide ongoing maintenance and support of the administrative computers and software.

***Public Benefit:**

To avoid disruption of dispatched fire and medical emergency calls for several fire service agencies.

***Metrics Available to Measure Performance:**

Complete monthly payments, paid on time, over a five year period.

***Retroactive:**

Yes, negotiations between the vendor and Pima County ITD took longer than expected.

TO: COB 12-27-2019 (1)
vers.: 01
pgs.: 15

Contract / Award Information

Document Type: CTN Department Code: IT Contract Number (i.e., 15-123): 20*089
Effective Date: 7/1/2019 Termination Date: 6/30/2020 Prior Contract Number (Synergen/CMS): N/A
☐ Expense Amount: \$* _____ ☒ Revenue Amount: \$ 54,438.00

*Funding Source(s) required: N/A

Funding from General Fund? ☐ Yes ☒ No If Yes \$ _____ % _____

Contract is fully or partially funded with Federal Funds? ☐ Yes ☒ No

If Yes, is the Contract to a vendor or subrecipient? _____

Were insurance or indemnity clauses modified? ☐ Yes ☒ No

If Yes, attach Risk's approval.

Vendor is using a Social Security Number? ☐ Yes ☒ No

If Yes, attach the required form per Administrative Procedure 22-10.

Amendment / Revised Award Information

Document Type: _____ Department Code: _____ Contract Number (i.e., 15-123): _____

Amendment No.: _____ AMS Version No.: _____

Effective Date: _____ New Termination Date: _____

Prior Contract No. (Synergen/CMS): _____

☐ Expense or ☐ Revenue ☐ Increase ☐ Decrease Amount This Amendment: \$ _____

Is there revenue included? ☐ Yes ☐ No If Yes \$ _____

*Funding Source(s) required: _____

Funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

Grant/Amendment Information (for grants acceptance and awards) ☐ Award ☐ Amendment

Document Type: _____ Department Code: _____ Grant Number (i.e., 15-123): _____

Effective Date: _____ Termination Date: _____ Amendment Number: _____

☐ Match Amount: \$ _____ ☐ Revenue Amount: \$ _____

*All Funding Source(s) required: _____

*Match funding from General Fund? ☐ Yes ☐ No If Yes \$ _____ % _____

*Match funding from other sources? ☐ Yes ☐ No If Yes \$ _____ % _____

*Funding Source: _____

*If Federal funds are received, is funding coming directly from the Federal government or passed through other organization(s)? _____

Contact: Rick Madison/ Dee Taskila

Department: ITD Telephone: 724-7145/724-9590

Department Director Signature/Date: [Signature] 12/19/19

Deputy County Administrator Signature/Date: [Signature] 12/24/2019

County Administrator Signature/Date: [Signature] 12/24/19
(Required for Board Agenda/Addendum Items)



CONTRACT	
NO.	<u>CTN-IT-204089</u>
AMENDMENT NO. _____	
This number must appear on all invoices, correspondence and documents pertaining to this contract.	

INTERGOVERNMENTAL AGREEMENT
Between
PIMA COUNTY and DREXEL HEIGHTS FIRE DISTRICT
For
Supporting Valley Emergency Communications Center's Computer
Aided Dispatching (Cad) System on the Pima County IT
Environment

This Intergovernmental Agreement (IGA) is entered into by and between Pima County, a body politic and corporate of the State of Arizona ("County") and Drexel Heights Fire District ("District") doing business as Valley Emergency Communication Center ("VECC") pursuant to A.R.S. § 11-952.

Recitals

- A. Valley Emergency Communications Center ("VECC") was created by an Intergovernmental Agreement between District and the Green Valley Fire District in 2014.
- B. VECC dispatches fire and medical emergency calls for several fire service agencies including Arivaca, Corona de Tucson, Green Valley Fire Districts, Helmet Peak and Elephant Head Volunteer Fire Departments, and the Tohono O'odham-San Xavier District.
- C. VECC is housed at the Pima Emergency Communications and Operations Center alongside the Pima County Sheriff's Department communications operation located at 3434 E. 22nd Street, Tucson, Arizona.
- D. County and District may contract for services and enter into agreements with one another for joint or cooperative action pursuant to A.R.S. § 11-951, et seq.

E. County and District are authorized by A.R.S. § 11-952 *et seq.*, and 48-805-(B) (16) (a) to enter into an intergovernmental agreement “for technical or administrative services . . . to the property owned by the political subdivision, including property that is outside the district boundary.”

F. County and District desire to have County host VECC’s administrative computers for staff located at PECOC.

NOW, THEREFORE, County and District, pursuant to the above, and in consideration of the matters and things hereinafter set forth, do mutually agree as follows:

Agreement

1. **Purpose.** The purpose of this IGA is to formalize an Agreement between the parties to allow the County to maintain VECC’s administrative computers located in PECOC by integrating them into the Pima County Information Technology (“IT”) environment.
2. **Scope.** VECC is in need of an administrative IT environment for staff located in PECOC. VECC also has the need for ongoing maintenance and support of these Administrative computers and software. County has agreed to provide such an environment and services to VECC. Specifically, the County will provide and manage the following technology infrastructure to be used by VECC Dispatch Operations to be located at PECOC: Pima County will provide the equipment and services in a manner as defined by a separate Service Level Agreement (“SLA”) attached as **Exhibit A**. This SLA shall be reviewed by both parties on a yearly basis and will include such details as the number of administrative computers and cost models. VECC will comply with its responsibilities under the SLA, including those set forth in Section 2.1, thereof.
3. **Financing.** VECC will pay the County \$4,536.50 (four thousand, five hundred thirty-six dollars and fifty cents) per month on the first day of each calendar month, commencing on the first day of the first calendar month after the effective date of this agreement and continuing thereafter on a month-to-month basis. County may, but is not required to, send monthly invoices as a courtesy to VECC. The County fees will be calculated on a yearly basis and based on the County’s current model for IT Department chargebacks to County departments. The fees for any given year will be calculated and made available for review by VECC for consideration and feedback to the County no later than December 31st before going into effect on July 1st. The fees will be based on the cost for the County to supply the services to VECC. If the fees are unsatisfactory to VECC, this agreement may be terminated by VECC.

3.1 Fee Schedule

Port rate cost per year: \$7,500.00

Device cost per year: \$30,000.00

Server cost per year: \$13,222.50

Enterprise Software cost per year: \$3,715.50
Total Annual cost: \$54,438.00

All payments will be made payable to:

**Attn: Pima County Treasurer
Pima County Revenue Management
33 N. Stone
Mailstop – DT-BAB6-401
Tucson, AZ 85701**

4. **Term.** This agreement is effective as of July 1, 2019 and shall be for a term of month to month, with an expiration date of no later than June 30, 2020. In the event either party desires to terminate this Agreement, notice of said election to terminate shall be delivered, by e-mail, to the other party at the address provided below, no later than ten (10) days from the date of the desired discontinuation of said services.
5. **Disposal of Property.** Upon the termination of this IGA, all property involved shall revert back to the owner. Termination shall not relieve any party from liabilities or costs already incurred under this IGA, nor affect any ownership of property pursuant to this IGA.
6. **Indemnification.** Each party (as Indemnitor) agrees to indemnify, defend and hold harmless the other party (as Indemnitee) from and against any and all claims, losses, liability, costs or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as "claims") arising out of bodily injury of any person (including death) or property damage, but only to the extent that such claims which result in vicarious/derivative liability to the Indemnitee, are caused by the act, omission, negligence, misconduct, or other fault of the Indemnitor, its officers, officials, agents, employees, or volunteers.
7. **Insurance.** Each party shall obtain and maintain at its own expense, during the entire term of this Contract the following type(s) and amounts of insurance:
 - 7.1 Commercial General Liability in the amount of \$1,000,000.00 combined single limit Bodily Injury and Property Damage.
 - 7.2 Commercial or Business automobile liability coverage for owned, non-owned and hired vehicles used in the performance of this Contract with limits in the amount of \$1,000,000.00 combined single limit or \$1,000,000.00 Bodily Injury, \$1,000,000.00 Property Damage.
 - 7.3 If this Contract involves professional services, professional liability insurance in the amount of \$1,000,000.00.
 - 7.4 If required by law, workers' compensation coverage including employees' liability coverage.

- 7.5 Parties to this agreement shall provide thirty (30) days written notice to all parties to this IGA of cancellation, non-renewal or material change of coverage.
- 7.6 The above requirement may be alternatively met through self-insurance pursuant to A.R.S. §§ 11-261 and 11-981 (or if a school district, § 15-382) or participation in an insurance risk pool under A.R.S. § 11.952.01 (if a school district, § 15-382), at no less than the minimal coverage levels set forth in this article. Parties to this agreement shall provide thirty (30) days written notice to all other parties of cancellation, non-renewal or material change of coverage.
8. **Compliance with Laws.** The parties must comply with all federal, state and local laws, rules, regulations, standards and Executive Orders, without limitation to those designated within this IGA. The laws and regulations of the State of Arizona shall govern the rights of the parties, the performance of this IGA and any disputes hereunder. Any action relating to this IGA shall be brought in an Arizona court in Pima County.
9. **ADA.** The parties must comply with all applicable provisions of the Americans with Disabilities Act (Public Law 101-336, 42 U.S.C. 12101-12213) and all applicable federal regulations under the Act, including 28 CFR Parts 35 and 36.
10. **Non-Discrimination.** VECC agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 **including flow down of all provisions and requirements to any subcontractors.** Executive Order 2009-09 supersedes Executive order 99-4 and amends Executive order 75-5 and may be viewed and downloaded at the Governor of the State of Arizona's website http://www.azgovernor.gov/dms/upload/EO_2009_09.pdf which is hereby incorporated into this contract as if set forth in full herein. During the performance of this contract, VECC shall not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.
11. **Severability.** If any provision of this IGA, or any application thereof to the parties or any person or circumstances, is held invalid, such invalidity shall not affect other provisions or applications of this IGA which can be given effect, without the invalid provision or application and to this end the provisions of this IGA are declared to be severable.
12. **Conflict of Interest.** This contract is subject to cancellation for conflict of interest pursuant to A.R.S. § 38-511, the pertinent provisions of which are incorporated herein by reference.
13. **Non-Appropriation.** Notwithstanding any other provision in this IGA, this IGA may be terminated if for any reason the Pima County Board of Supervisors or VECC Governing

Board do not appropriate sufficient monies for the purpose of maintaining this IGA. In the event of such cancellation, a party shall have no further payment obligation other than for payment for services rendered prior to cancellation.

14. **Legal Authority.** Neither party warrants to the other its legal authority to enter into this IGA. If a court, at the request of a third person, should declare that either party lacks authority to enter into this IGA, or any part of it, then the IGA, or parts of it affected by such order, shall be null and void, and no recovery may be had by either party against the other for lack of performance or otherwise.
15. **Worker's' Compensation.** Each party shall comply with the notice of A.R.S. § 23-1022 (E). For purposes of A.R.S. § 23-1022, irrespective of the operations protocol in place, each party is solely responsible for the payment of Worker's' Compensation benefits for its employees.
16. **No Joint Venture.** It is not intended by this IGA to, and nothing contained in this IGA shall be construed to, create any partnership, joint venture or employment relationship between the parties or create any employer-employee relationship between County and any VECC employees, or between VECC and any County employees. Neither party shall be liable for any debts, accounts, obligations or other liabilities whatsoever of the other, including (without limitation) the other party's obligation to withhold Social Security and income taxes for itself or any of its employees.
17. **No Third Party Beneficiaries.** Nothing in the provisions of this IGA is intended to create duties or obligations to or rights in third parties not parties to this IGA or affect the legal liability of either party to the IGA by imposing any standard of care with respect to the maintenance of public facilities different from the standard of care imposed by law.
18. **Notice.** Any notice required or permitted to be given under this IGA shall be in writing and shall be served by delivery or by certified mail upon the other party as follows (or at such other address as may be identified by a party in writing to the other party) :

Pima County:

Attn: Contract Administrator
Pima County IT Department
150 West Congress, 6th Floor
Tucson, Arizona 85701
Phone: 520-724-8113
Fax: 520-838-7420
Email: Contract.Administrator@pima.gov
With copies to:

County Administrator
130 West Congress Street, 10th Floor
Tucson, Arizona 85701

Drexel Heights Fire District:

Attn: Fire Chief
Valley Emergency Communications Center
5030 S Camino Verde
Tucson, Arizona 85735
Phone: 520-883-4341
Fax: 520-883-3314
Email: dchappell@drexelfire.org

Clerk of the Board
130 West Congress, 5th Floor
Tucson, Arizona 85701

19. **Entire Agreement.** This document constitutes the entire Agreement between the parties pertaining to the subject matter hereof, and all prior or contemporaneous agreements and understandings, oral or written, are hereby superseded and merged herein. This IGA shall not be modified, amended, altered or extended except through a written amendment signed by the parties and recorded with the Pima County Recorder, or Arizona Secretary of State, whichever is appropriate.

REMAINDER OF PAGE INTENTIONALLY LEFT BLANK

In Witness Whereof, County has caused this Intergovernmental Agreement to be executed by the Chairman of its Board of Supervisors, upon resolution of the Board and attested to by the Clerk of the Board, and VECC has caused this Intergovernmental Agreement to be executed by the parties upon resolution of the Intergovernmental Agreement and attested to by:

PIMA COUNTY:

**VECC by the
DREXEL HEIGHTS FIRE DISTRICT:**

Chairman
Pima County Board of Supervisors

James L. Bertrab
Board Chair

Date: _____

Date: 11/22/19

ATTEST:

ATTEST:

Clerk of the Board

[Signature]
Clerk of the Board

Approved as to Content

The foregoing Intergovernmental Agreement between Pima County and Drexel Heights Fire District has been reviewed by the undersigned, and is hereby approved as to content.

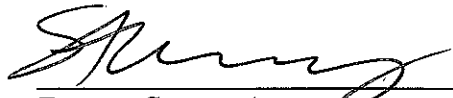
Daniel C. Hunt
Daniel Hunt
Pima County Chief Information Officer

Intergovernmental Agreement Determination

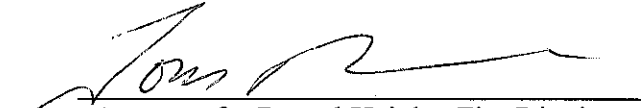
The foregoing Intergovernmental Agreement between Pima County and the Drexel Heights Fire District has been reviewed pursuant to A.R.S. § 11-952 by the undersigned, who have determined that it is in proper form and is within the powers and authority granted under the laws of the State of Arizona to those parties to the Intergovernmental Agreement represented by the undersigned.

PIMA COUNTY:

**VALLEY EMERGENCY
COMMUNICATIONS CENTER**



Deputy County Attorney
12/4/19
Date



Attorney for Drexel Heights Fire District
10-29-19
Date

Service Level Agreement

SLA Purpose

This Service Level Agreement (SLA) outlines the terms and conditions under which Pima County Information Technology Department (PCITD) provides information technology services (collectively referred to as "Services") to Valley Emergency Communications Center (VECC) as governed by [IGA].

SLA Scope

Service details related to [IGA]. The parties, duration, change management, billing and payment methodology are defined in [IGA].

The cost of providing infrastructure, hardware and services will be allocated to VECC using the same process and rates used for other PCITD clients including internal departments and elected offices. This support cost is outlined in the Finance section of the IGA.

1. Services

1.1. Services Review and Change Management

- 1.1.1. This SLA is valid from the Signature Date of the Pima County/VECC IGA and represents service details valid for a period of three (3) years.
- 1.1.2. This SLA shall be reviewed at a minimum of once per year, by the PCITD Infrastructure Services Manager and the VECC Communication Manager. This may be amended or modified as required provided mutual agreement is obtained from all signatories. If no changes are necessary this SLA shall remain in effect.
- 1.1.3. PCITD will provide the server, network infrastructure (hardware), desktops, laptops, enterprise software and support for equipment listed herein.
- 1.1.4. VECC will be responsible for establishing a disaster recovery plan with their selected server vendor.

1.2. Services Details

#	Service Category	Service Description	Service Specifications
1.2.1	Server Infrastructure	Server hardware support for Virtual servers hosting VECC's, local Active Directory server, and File services	Provide Server and physical server support Virtual host/guest server AD User Support File Shares Support DNS Create/Delete Records, zones GPO add/delete/edit policies Windows Server Patching Server support and operating licensing for 12 computing devices

			ANI/ALI 911 call Hardware/VM support.
1.2.2	Network Infrastructure	<p>Management and oversight of Network equipment, VECC vLAN</p> <p>PCITD will configure firewall and network Maintenance and Management of VECC vLAN and multicast communications traffic.</p> <p>VPN connectivity between VECC network and mobile trucks as well as VPN connectivity between VECC network and VECC member agency networks</p>	<p>Provide network equipment and Maintenance support.</p> <p>Management of VECC vLAN and multicast communications traffic.</p> <p>Internet access Network support for 15 ports</p> <p>PCITD will configure firewall and network Maintenance and Management of VECC vLAN and multicast communications traffic.</p> <p>Pima County will setup VPN connections with VECC member agencies as needed to support CAD data transfers to agencies.</p> <p>Pima County will provide a client-based VPN connection point at PECOC through VECC Internet connection for mobile trucks.</p>
1.2.3	Client PCs	<p>Manage desktops, Laptops, and Printers provided by PCITD located at PECOC</p>	<p>Maintenance and support of 7 desktop PCs and 3 Laptops.</p> <p>Windows 10 OS, and MS Office application software.</p> <p>Printers: VECC will purchase all printers and Pima County will install at PECOC.</p> <p>Antivirus and malware support for all devices.</p>
1.2.4	Virtual Private Network Client PC	<p>VPN connectivity between VECC network and mobile trucks as well as VPN connectivity between VECC network and VECC member agency networks</p> <p>Management of PCs, Laptops, and Printers located at PECOC</p>	<p>Pima County will setup VPN connections with VECC member agencies as needed to support CAD data transfers to agencies.</p> <p>Pima County will provide a client-based VPN connection point at PECOC through VECC Internet connection for mobile trucks.</p> <p>VECC or the member agencies are responsible for installing, configuring, and testing client VPN software on each mobile truck.</p> <p>Windows 10 OS, and MS Office application software.</p> <p>Antivirus and malware support</p>

1.3. Service Management

1.3.1. Service Availability

- 1.3.1.1. PCITD support services are available as defined in the table below. PCITD maintains a 24x7x365 (including holidays) Network Operations Center (NOC) designed to provide Tier 1 IT support and triage support incidents to the proper teams. After Hours support is available through the PCITD NOC who will triage issues and contact the After Hours on-call personnel required to resolve any service availability issues as quickly as possible.
- 1.3.1.2. Any and all known maintenance activities that may have a possible impact to VECC will require advanced notification from PCITD to VECC. Additionally, any patching of the Windows Server OS for any CAD systems is strictly prohibited without the advance consent of Tiburon (CAD vendor) and VECC.

#	Service Name	Availability	Maintenance Window	Availability %	Restriction
1.3.1.2.1.	Network Operations Center	24x7x365	N/A	100%	None
1.3.1.2.2.	Server Hardware/ OS Support		8 hours; third Monday each month with exceptions	99.9%	Patching of servers prohibited without express consent of Tiburon and VECC.
1.3.1.2.3.	Network Infrastructure Support	24x7x365	8 hours; third Monday each month with exceptions	99.9%	Advanced notification required if any possibility maintenance may affect VECC
1.3.1.2.4.	PC Support	24x7x365	N/A	100%	Patching of client systems prohibited without express consent of Tiburon and VECC

1.3.2. Availability Restrictions

- 1.3.2.1. Availability restrictions specific to the Services covered under this Agreement are as follows:

1.3.2.1.1.	Support Contact: PCITD Network Operations Center (724-8471)	Available 24/7/365 Includes Weekends & Holidays
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1.3.2.1.2.	Scheduled Maintenance Windows	Third Sunday, Monthly from 0400 - 1200 *
1.3.2.1.3.	Unscheduled Maintenance Windows	Response from PCITD within one hour for mission critical outages.
1.3.2.1.4.	Backup Windows	Daily at 0100.

1.3.3. Service Maintenance

1.3.3.1. Scheduled Maintenance Windows

1.3.3.1.1. While scheduled maintenance windows are routinely scheduled for the third Monday of each month from 0800 until 1700 maintenance windows will be modified as necessary in response to critical project schedules, holidays, or to avoid interrupting critical business operations for Pima County. Notifications for every maintenance window will be sent approximately one-week prior to the scheduled outage. Any outages that are projected to have a possible impact to VECC operations will require advanced notification be communicated to VECC directly.

1.3.3.2. Client PC Updates

1.3.3.2.1. Pima County Central IT will manage a WSUS server to provide VECC with Windows Updates on a monthly basis.

1.3.3.2.2. Windows Updates are usually released by Microsoft on the 2nd Tuesday of the Month.

1.3.3.2.3. Pima County Central IT performs basic testing of updates Wednesday and Thursday following the 2nd Tuesday.

1.3.3.2.4. Because of the importance of keeping PC's available for dispatch, VECC PC's will be broken into three groups. We will update the first group of computers (currently 2 Admin PC's) on the Thursday night (Flexible – could be changed) following the 2nd Tuesday. The rest of the PC's in production will be updated the following week in 2 sets, on different shifts so that at any time half of the PC's will be available (date and time flexible, propose Thursday night for the first set, Friday morning for the 2nd).

1.3.3.3. Unscheduled Maintenance Windows

1.3.3.3.1. In the event of an unscheduled outage, VECC will contact PCITD NOC (724- 8471) with specifics regarding the outage (e.g. problems experienced, systems offline, etc.). For alter-hours issues, the PCITD NOC will triage the outage and contact the appropriate on-call personnel to address the outage. The PCITD NOC will maintain communication contact (either continuously or with multiple status call-backs) with VECC until the issue is resolved. During or after an after-hours outage, the PCITD NOC will generate a ticket to be updated by the team that resolved the issue and will be closed on the next business day. For outages during normal business hours, the PCITD NOC will contact the

appropriate PCITD team for immediate response and a critical ticket will be created and assigned to the appropriate team.

1.3.3.4. Backup Windows

1.3.3.4.1. Backup windows are scheduled to start at approximately 0100 hours. Backups are completed using PCITD storage hardware "snaps" that send data to the PCITD data center located in downtown Tucson for disaster recovery purposes.

1.3.4. Service Measurement

#	Service Metric	Definition	Baseline	Low Performance	High Performance	Breach
1.3.4.1	Server Uptime	% of time VECC servers remain online and available to VECC personnel (includes scheduled maintenance).	99%	98%	99.9%	> 88hrs/yr
1.3.4.2	Unexpected Downtime	This is the amount of time VECC systems are unavailable due to unexpected (non-scheduled)	0.1°/o 9 hours out of 8760Total hours per year.	1°/o 88 hours out of 8760 total hours per year.	0.01°/o 1 hour out of 8760 total hours per year.	> 9hrs/yr
1.3.4.3	PCITD Critical Incident Response Time	This is the amount of time between notification of critical downtime by VECC and response by PCITD team or	1 hour	> 1 hour	< 30 minutes	> 1 hour

1.3.4.4	PCITD Non-Critical Incident Response Time	This is the amount of time between notification of critical downtime by VECC and response by PCITD team or	1 business day	72 hours	< 24 hours	> 72 hours
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1.4. Service Requests

1.4.1. Service requests should be initiated by VECC through a phone call to the PCITD Network Operations Center (NOC) at (520)724-8471. VECC will report all relevant details regarding the issue faced, to include contact information, severity (as defined below), and any additional information necessary to facilitate the resolution of the service request. The PCITD NOC will gather the information above, create a service ticket with the details, and will assign the ticket to the appropriate PCITD team for problem resolution. The PCITD NOC will make voice contact with the PCITD team or on-call personnel (for after-hours issues) to facilitate knowledge transfer regarding the issue. The PCITD NOC will maintain contact between the PCITD team/individual working the issue and the service requestor from VECC to provide status updates as required until resolution or agreement of continued work during the following business day.

1.5. Service Criticality Defined

- 1.5.1. In support of services outlined in this Agreement, PCITD will respond to service related incidents and/or requests submitted by VECC within the following time frames:
- 1.5.2. One hour to respond; three hours resolution for issues classified as Critical priority.
- 1.5.3. One business day to respond; three (3) business days for resolution of issues classified as Non-Critical priority.

2. Responsibilities

2.1. VECC Responsibilities

- 2.1.1. Prompt notification of unexpected service-related outages to PCITD Network Operations Center (includes outages with desktop or laptop computers, or network). Communications procedure is outlined in the Service Maintenance section.
- 2.1.2. Advanced notification of expected service-related outages (includes outages with desktop or laptop computers, or network) to PCITD Infrastructure Support teams and PCITD Network Operations Center. Communications procedure is outlined in the Service Maintenance section.

- 2.1.3. Advanced notification of changes to network configurations on the VECC network outside of PECOC that will or may have an impact to CAD services. Communications procedure is outlined in the Service Maintenance section.
- 2.1.4. Participate in reviews of the services outlined in this document to ensure PCITD is meeting the needs and expectations of VECC.
- 2.1.5. Facilitate communications between PCITD personnel and vendor.
- 2.1.6. Facilitate communications between PCITD personnel and VECC member agency IT departments or support personnel.
- 2.1.7. Upon client computer replacement, VECC agrees to purchase and dedicate one extra client device for equipment hot swap.
- 2.1.8. Define the urgency of requests to PCITD NOC.
- 2.1.9. Install, configure, maintain, and support client-based VPN connectivity software used on computers in remote mobile trucks through Verizon's network.
- 2.1.10. Provide to PCITD and maintain a whitelist of websites VECC needs remote mobile trucks and 911 communications floor personnel need to access regularly.
- 2.1.11. Provide contact information for alternate individuals who should be notified in the event there is an issue and VECC Communications Manager (primary contact) is unavailable.
- 2.1.12. VECC will authorize Pima County ITD as an approved contact with vendor to allow for faster response and collaboration with VECC's vendors in the event there is an issue that requires each party to participate.
- 2.1.13. VECC will facilitate prompt response to VPN connectivity issues when reported by member agencies.

2.2. PCITD Responsibilities

- 2.2.1. Delivering the Services as specified in this SLA Agreement.
- 2.2.2. The PCITD Network Operations Center (NOC) will monitor VECC's network 24/7/365.
- 2.2.3. Advanced notification for maintenance activities that may interrupt service via direct communications with the VECC Communications Manager by email, phone, in-person, or delegate (information to be provided by VECC).
- 2.2.4. Prompt response to incidents and requests as outlined in this document.
- 2.2.5. Reporting on any service breaches directly to VECC as soon as possible.
- 2.2.6. Work in collaboration with VECC and vendor in response to network issues that have a negative impact to the CAD system.