



**BOARD OF SUPERVISORS AGENDA ITEM REPORT**  
**CONTRACTS / AWARDS / GRANTS**

☐ Award ☒ Contract ☐ Grant

Requested Board Meeting Date: April 6, 2021

\* = Mandatory, information must be provided

or Procurement Director Award ☐

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

Drexel Heights Fire District on behalf of 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 life of contract.

**\*Retroactive:**

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

TO: COB 3-24-21 (2)  
Vers.: 2  
pgs.: 17

**Contract / Award Information**

Document Type: \_\_\_\_\_ Department Code: \_\_\_\_\_ Contract Number (i.e., 15-123): \_\_\_\_\_  
 Commencement Date: \_\_\_\_\_ Termination Date: \_\_\_\_\_ Prior Contract Number (Synergen/CMS): \_\_\_\_\_  
☐ Expense Amount: \$\* \_\_\_\_\_ ☐ Revenue Amount: \$ \_\_\_\_\_

**\*Funding Source(s) required:**

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: CTN Department Code: IT Contract Number (i.e., 15-123): 20\*089

Amendment No.: 1 AMS Version No.: 2

Commencement Date: 7/1/2020 New Termination Date: 6/30/2021

Prior Contract No. (Synergen/CMS): \_\_\_\_\_

☐ Expense or ☒ Revenue ☒ Increase ☐ Decrease Amount This Amendment: \$ 113,407.60 58,969.60

Is there revenue included? ☒ Yes ☐ No If Yes \$ 113,407.60 58,969.60

**\*Funding Source(s) required:** N/A

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): \_\_\_\_\_

Commencement 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: Dee Taskila/Sherry Francis

Department: Information Technology Department

Telephone: 724-9590/724-9610

Department Director Signature/Date: Daniel C. Hunt

Deputy County Administrator Signature/Date: \_\_\_\_\_

County Administrator Signature/Date: \_\_\_\_\_

(Required for Board Agenda/Addendum Items)

*Dee Taskila* 3/18/2021  
*C. Taskila* 3/18/21

Contract No: CTN-IF-20-089 Amendment No: 01

This number must appear on all correspondence and documents pertaining to this contract  
**Intergovernmental Agreement**  
between

**Pima County and Drexel Heights Fire District on behalf of Valley Emergency Communication Center**  
for

**Data Center Racks and GIS Services**

This Intergovernmental Agreement (IGA) is entered into by Pima County, a body politic and corporate of the State of Arizona ("County") and Drexel Heights Fire District ("District") on behalf of 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 the Drexel Heights Fire District and the Green Valley Fire District in 2014, and District was identified as the Managing Administrative Principal of the VECC.
- B. VECC dispatches fire and medical emergency calls for several fire service agencies including Arivaca, Corona de Tucson, Drexel Heights, 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 (PECOC) alongside the Pima County Sheriff's Department communications operation located at 3434 E. 22nd Street, Tucson, Arizona. VECC has an administrative IT environment for staff located in PECOC and needs ongoing maintenance and support of its GIS services.
- 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 entered into a previous IGA with a term of July 1, 2019 to June 30, 2020. The parties have continued to perform under that IGA.
- G. District is completing a change to a new service provider but needs support services from County until that process is completed. District will need different services from County after District's new service provider is in place.
- H. County and District desire to have County provide data center rack(s) and GIS services 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.** This IGA includes two Service Legal Agreements between County and District that set out the services County will provide to VECC while it completes its transition to a new service provider as well as the services County will provide VECC after VECC's new service provider is in place.

2. **Scope.** County is maintaining the IT environments for VECC's current and new service providers during VECC's transition from the current provider to the new provider. VECC shall provide County with written notice 30 days before VECC completes its transition to its new service provider. County will then terminate the current service provider setup in Exhibit A but will continue providing the services in Exhibit B.
3. **Financing.** The parties have agreed to two fee schedules. VECC has been paying County the monthly fees in Exhibit A since July 2020. Upon execution of this IGA, VECC will continue to pay County \$4,536.50 per month due on the first day of the month and continuing thereafter on a month-to-month basis. For the Exhibit B Fee Schedule, VECC will pay County \$4,914.14 per month due on the first day of the month, starting on the first day of the first calendar month after the effective date of this IGA and continuing thereafter on a month-to-month basis. County shall send monthly invoices to VECC. Once VECC completes its transition to its new service provider, VECC shall pay the last full month of the fees listed in the Exhibit A Fee Schedule and thereafter will be responsible only for the fees listed in the Exhibit B Fee Schedule.

**Exhibit A 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
<b>Total Annual cost:</b>	<b>\$54,438.00</b>

**Exhibit B Fee Schedule**

PECOC data center racks cost per year:	\$36,000.00
GIS Servers & ArcGIS Enterprise Standard cost per year:	\$22,969.60
<b>Total Annual cost:</b>	<b>\$58,969.60</b>

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.** The term of this agreement is July 1, 2020 to June 30, 2021 regardless of when the parties sign the IGA. The parties intend for this IGA to have retroactive effect because the parties have continued to perform since the prior agreement terminated on June 30, 2020.
5. **Disposal of Property.** Upon the termination of this IGA, all property involved will revert back to the owner. Termination will 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") for bodily injury of any person (including death) or property damage, but only to the extent that such injury or damage is caused or alleged to be caused by a negligent or intentionally wrongful act or omission of the Indemnitor, or of any of its officers, officials, agents, or employees.
7. **Insurance.** Each party will obtain and maintain at its own expense, during the entire term of this IGA the following type(s) and amounts of insurance:
- a) Commercial General Liability in the amount of \$2,000,000.00 combined single limit Bodily Injury and Property Damage.
  - b) 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.
  - c) If this Contract involves professional services, professional liability insurance in the amount of \$1,000,000.00.
  - b) If required by law, workers' compensation coverage including employees' liability coverage.

Each party will provide thirty (30) days written notice to the other party of cancellation, non-renewal or material change of coverage.

The above requirements 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 minimum coverage levels set forth in this article. Inasmuch as both parties are governmental entities, no certificates of insurance or indemnity shall be requested.

8. **Compliance with Laws.** The parties will comply with all federal, state and local laws, rules, regulations, standards and Executive Orders. The laws and regulations of the State of Arizona will govern the rights of the parties, the performance of this IGA and any disputes. Any action relating to this IGA will be brought in a court in Pima County.
9. **Non-Discrimination.** The parties will 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 in the course of carrying out their duties under this IGA. The parties will comply with the provisions of Executive Order 75-5, as amended by Executive Order 2009-09, which is incorporated into this IGA by reference.
10. **ADA.** The parties will 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.
11. **Severability.** If any provision of this IGA, or any application of a provision to the parties or any person or circumstance, is found by a court to be invalid, that invalidity will not affect other provisions or applications of this IGA that can be given effect without the invalid provision or application.
12. **Conflict of Interest.** This IGA 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 the VECC Governing Board does not

appropriate sufficient monies for the purpose of maintaining this IGA. In the event of such cancellation, the parties will have no further obligations under this IGA 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, will 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 will 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 will be construed to, create any partnership, joint venture or employment relationship between the parties or create any employer-employee relationship between a party and the employees of the other party. Neither party will 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 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 must be in writing and 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

33 North Stone Avenue, 14<sup>th</sup> Floor  
Tucson, Arizona 85701  
Phone: 520-724-8113  
Fax: 520-838-7420  
Email: Contract.Administrator@pima.gov

**Drexel Heights Fire District:**

Attn: Fire Chief  
Drexel Heights Fire District

5950 S. Cardinal Ave  
Tucson, Arizona 85746  
Phone: 520-571-8700  
Fax: 520-883-3314  
Email: dchappell@drexelfire.org

*With copies to:*

County Administrator  
130 West Congress Street, 10<sup>th</sup> Floor  
Tucson, Arizona 85701

Clerk of the Board  
130 West Congress, 5<sup>th</sup> Floor  
Tucson, Arizona 85701

- 19. Entire Agreement.** This document, and any exhibits attached to it, constitutes the entire agreement between the parties pertaining to the subject matter addressed, and all prior or contemporaneous agreements and understandings, oral or written, are superseded and merged into this IGA. This IGA may not be modified, amended, altered or extended except through a written amendment signed by the parties.

**[Signature page to follow]**

In Witness Whereof, County has caused this IGA 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 VECC Governing Board.

**PIMA COUNTY:**

**Drexel Heights Fire District for VECC:**

\_\_\_\_\_  
Chairman  
Board of Supervisors

  
Board Chair

ATTEST

\_\_\_\_\_  
Clerk of the Board

**Approval**

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.


  
\_\_\_\_\_  
Dan Hunt  
Pima County Chief Information Officer

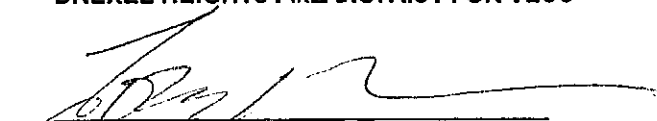
**Intergovernmental Agreement Determination**

The foregoing Intergovernmental Agreement between Pima County and the Drexel Heights Fire District has been reviewed by the undersigned, each of whom has determined that it is in proper form and is within the powers and authority granted under the laws of the State of Arizona to the party he or she represents.

**PIMA COUNTY:**

**DREXEL HEIGHTS FIRE DISTRICT FOR VECC**

  
\_\_\_\_\_  
Deputy County Attorney

  
\_\_\_\_\_  
Attorney for Drexel Heights Fire District



**Exhibit A**  
**Service Level Agreement**

1. **Services Review and Change Management.** This SLA is valid from the Effective Date of the Pima County/VECC IGA and represents service details valid for a period of three (3) years. 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. PCITD will provide the server, network infrastructure (hardware), desktops, laptops, enterprise software and support for equipment listed herein. VECC will be responsible for establishing a disaster recovery plan with their selected server vendor.

2. **Services Details**

#	Service Category	Service Description	Service Specifications
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.
2.2	Network Infrastructure	Management and oversight of Network equipment, VECC vLAN PCITD will configure firewall and network Maintenance and Management of VECC vLAN and multicast communications traffic. VPN connectivity between VECC network and mobile trucks as well as VPN connectivity between VECC network and VECC member agency networks	Provide network equipment and Maintenance support. Management of VECC vLAN and multicast communications traffic. Internet access Network support for 15 ports PCITD will configure firewall and network Maintenance and Management of VECC vLAN and multicast communications traffic. Pima County will setup VPN connections with VECC member agencies as needed to support CAD data transfers to agencies. Pima County will provide a client-based VPN connection point at PECOC through VECC Internet connection for mobile trucks.

2.3	Client PCs	Manage desktops, Laptops, and Printers provided by PCITD located at PECOC	Maintenance and support of 7 desktop PCs and 3 Laptops. Windows 10 OS, and MS Office application software. Printers: VECC will purchase all printers and Pima County will install at PECOC. Antivirus and malware support for all devices.
2.4	Virtual Private Network Client PC	VPN connectivity between VECC network and mobile trucks as well as VPN connectivity between VECC network and VECC member agency networks Management of PCs, Laptops, and Printers located at PECOC	Pima County will setup VPN connections with VECC member agencies as needed to support CAD data transfers to agencies. Pima County will provide a client- based VPN connection point at PECOC through VECC Internet connection for mobile trucks. VECC or the member agencies are responsible for installing, configuring, and testing client VPN software on each mobile truck. Windows 10 OS, and MS Office application software. Antivirus and malware support

### 3. Service Management

**3.1. Services Availability.** 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. 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. PCITD may need to patch the Windows Server OS for any CAD systems with security patches that are considered critical. PCITD will notify VECC in advance that PCITD will be applying a critical security patch or patches.

#	Service Name	Availability	Maintenance Window	Availability %	Restriction
3.1.1	Network Operations Center	24x7x365	N/A	100%	None
3.1.2	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.

3.1.3	Network infrastructure Support	24x7x365	8 hours; third Monday each month with exceptions	99.9%	Advanced notification required if any possibility maintenance may affect VECC
3.1.4	PC Support	24x7x365	N/A	100%	Patching of client systems prohibited without express consent of Tiburon and VECC

**3.2. Availability Restrictions.** Availability restrictions specific to the Services covered under this Agreement are as follows:

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

**3.3. Service Maintenance**

**3.3.1. Scheduled Maintenance Windows.** 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. Pima County will manage a USUS server to provide VECC with Client PC Windows Updates on a monthly basis. Windows Updates are usually released by Microsoft on the 2nd Tuesday of the Month. Pima County Central IT performs basic testing of updates Wednesday and Thursday following the 2nd Tuesday. 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).

- 3.3.2. Unscheduled Maintenance Windows.** 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.
- 3.3.3. Backup Windows.** Backup windows are scheduled to start at approximately 0100 hours for the PECOC data center. Backups are completed using PCITD storage hardware "replication" that send data to the PCITD data center located in downtown Tucson for disaster recovery purposes. Per VECC vendor recommendation PCITD does not backup the VECC servers supported by VECC vendors. PCITD does backup the VECC GIS maps server which is maintained by PCITD.

**Remainder of page intentionally left blank**

### 3.4. Service Measurement

#	Service Metric	Definition	Baseline	Low Performance	High Performance	Breach
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
3.4.2	Unexpected downtime	Amount of time VECC systems are unavailable due to unexpected events (non-scheduled)	0.1% 9 hours out of 8760 total hours per year.	1%	0.01%	> 9hrs/yr
3.4.3	PCITD Critical Incident Response Time	Amount of time between notification of critical downtime by VECC and response by PCITD team or NOC	1 hour	> 1 hour	< 30 minutes	> 1 hour
3.4.4	PCITD Non-Critical Incident Response time	Amount of time between notification of non-critical downtime by VECC and response by PCITD team or NOC	1 business day	72 hours	<24 hours	>72 hours

## 4. Service Requests

- 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.

**4.2. Service Criticality Defined.** 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:

- 421. One hour to respond; three hours resolution for issues classified as Critical priority.
- 422. One business day to respond; three business days for resolution of issues classified as Non-Critical priority.

## **5. Responsibilities**

### **5.1. VECC Responsibilities**

- 5.1.1. 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.
- 5.1.2. Advanced notification of expected service-related outages (includes outages with network) to PCITD Infrastructure Support teams and PCITD Network Operations Center. Communications procedure is outlined in the Service Maintenance section.
- 5.1.3. 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.
- 5.1.4. Participate in reviews of the services outlined in this document to ensure PCITD is meeting the needs and expectations of VECC.
- 5.1.5. Facilitate communications between PCITD personnel and vendor.
- 5.1.6. Facilitate communications between PCITD personnel and VECC member agency IT departments or support personnel.
- 5.1.7. Upon client computer replacement, VECC agrees to purchase and dedicate one extra client device for equipment hot swap.
- 5.1.8. Define the urgency of requests to PCITD NOC.
- 5.1.9. Install, configure, maintain, and support client-based VPN connectivity software used on computers in remote mobile trucks through Verizon's network.
- 5.1.10. Provide to PCITD and maintain a whitelist of websites VECC needs remote mobile trucks and 911 communications floor personnel need to access regularly.
- 5.1.11. 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.
- 5.1.12. 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.
- 5.1.13. VECC will facilitate prompt response to VPN connectivity issues when reported by member agencies.

## **5.2. PCITD Responsibilities.**

- 5.21.** Delivering the Services as specified in this SLA Agreement.
- 5.22.** The PCITD Network Operations Center (NOC) will monitor VECC's network 24/7/365.
- 5.23.** 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).
- 5.24.** Prompt response to incidents and requests as outlined in this document.
- 5.25.** Reporting on any service breaches directly to VECC as soon as possible.
- 5.26.** Work in collaboration with VECC and vendor in response to network issues that have a negative impact to the CAD system.

**End of Exhibit A**

**Exhibit B**  
**Service Level Agreement**

- 1. Services Review and Change Management.** This SLA is valid from the effective date of the IGA and represents service details valid for a period of three (3) years. This SLA shall be reviewed at a minimum of once per year, by PCITD and VECC. 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. PCITD will provide the server, network infrastructure (hardware), GIS software and support for equipment listed herein. VECC will be responsible for establishing a disaster recovery plan with their selected server vendor.

**2. Services Details**

#	Service Category	Service Description	Service Specifications
2.1	Server Infrastructure	Server hardware support for GIS Virtual servers hosting VECC's GIS services	Provide Server and physical server support Virtual host/guest server Windows Server Patching Server support and operating licensing for 4 computing devices.
2.2	Network Infrastructure	Support for VECC related network cabling.	Provide network for layer 1 support.

**3. Service Management**

- 3.1. Service Availability.** 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.

- 3.2.** Any and all known maintenance activities that may have a possible impact on VECC will require advance notification from PCITD to VECC

#	Service Name	Availability	Maintenance Window	Availability %	Restriction
3.2.1	Network Operations Center	24x7x365	N/A	100%	None
3.2.2	Server Hardware/ OS Support		8 hours; third Sunday each month with exceptions	99.9%	Advanced notification required if any possibility maintenance may affect VECC
3.2.3	Network Infrastructure Support	24x7x365	8 hours; third Sunday each month with exceptions	99.9%	Advanced notification required if any possibility maintenance may affect VECC



**3.3. Availability Restrictions.** Availability restrictions specific to the Services covered under this agreement are as follows:

3.3.1	Support Contact: PCITD Network Operations Center (724-8471)	Available 24/7/365 Includes Weekends & Holidays
3.3.2	Scheduled Maintenance Windows	Third Sunday, Monthly from 0400 - 1300 *
3.3.3	Unscheduled Maintenance Windows	Response from PCITD within one hour for mission critical outages.
	Backup Windows	Daily at 0100.

**3.4. Service Maintenance**

- 3.4.1. **Scheduled Maintenance Windows.** While scheduled maintenance windows are routinely scheduled for the third Sunday of each month from 0400 until 1300 maintenance windows will be modified as necessary in response to 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.
- 3.4.2. **Unscheduled Maintenance Windows.** 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 after-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.
- 3.4.3. **Backup Windows.** Backup windows are scheduled to start at approximately 0100 hours for the PECOC data center. Backups are completed using PCITD storage hardware "replication" that send data to the PCITD data center located in downtown Tucson for disaster recovery purposes. Per VECC vendor recommendation PCITD does not backup the VECC servers supported by VECC vendors. PCITD does backup the VECC GIS maps server which is maintained by PCITD.

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### 3.5. Service Measurement

#	Service Metric	Definition	Baseline	Low Performance	High Performance	Breach
3.5.1	Server Uptime	% of time GIS servers remain online and available to VECC personnel (includes scheduled maintenance)	99%	98%	99.9%	>88hrs/yr
3.5.2	Unexpected Downtime	This is the amount of time GIS systems are unavailable due to unexpected (non-scheduled)	0.1% 9 hours out of 8760 total hours per year.	1% 88 hours out of 8760 total hours per year.	0.01% 1 hour out of 8760 total hours per year.	> 9hrs/yr
3.5.3	PCITD Critical Incident Response Time	This is the amount of time between notification of critical downtime by VECC and response by PCITD team or NOC	1 hour	>1 hour	<30 minutes	>1 hour
3.5.4	PCITD Non-Critical Incident Response Time	This is the amount of time between notification of non-critical downtime by VECC and response by PCITD team or NOC	1 business day	72 hours	<24 hours	>72 hours

### 4. Service Requests

- 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.

**4.2. Service Criticality Defined.** 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:

- 421. One (1) hour to respond; three (3) hours resolution for issues classified as Critical priority.
- 422. One (1) business day to respond; three (3) business days for resolution of issues classified as Non-Critical priority.

## **5. Responsibilities**

### **5.1. VECC Responsibilities**

- 5.1.1. Prompt notification of unexpected service-related outages to PCITD Network Operations Center. Communications procedure is outlined in the Service Maintenance section.
- 5.1.2. Advanced notification of expected service-related outages to PCITD Infrastructure Support teams and PCITD Network Operations Center. Communications procedure is outlined in the Service Maintenance section.
- 5.1.3. Participate in reviews of the services outlined in this document to ensure PCITD is meeting the needs and expectations of VECC.
- 5.1.4. Facilitate communications between PCITD personnel and vendor.
- 5.1.5. Facilitate communications between PCITD personnel and VECC member agency IT departments or support personnel.
- 5.1.6. Define the urgency of requests to PCITD NOC.
- 5.1.7. 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.
- 5.1.8. 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.

### **5.2. PCITD Responsibilities**

- 521. Delivering the Services as specified in this SLA Agreement.
- 522. 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).
- 523. Prompt response to incidents and requests as outlined in this document.
- 524. Reporting on any service breaches directly to VECC as soon as possible.

**End of Exhibit B**