



Bid Waiver Form

Revised 01/2022

Short Description of Goods/Services	Radio Maintenance for DaneCom public radio system.	Total Cost	
Vendor Name	RACOM	MUNIS #	Req #
Purchasing Officer	Megan Rogan	Date	08/25/2022
Department	Public Safety Communications	Email	bixler.luis@countyofdane.com
Name	Luis Bixler	Phone	608-267-2507

A VENDOR QUOTE MUST BE ATTACHED TO THE WAIVER FOR APPROVAL

Provide a detailed description of the goods/services intended to be purchased:

Vendor will provide services to maintain the DaneCom public radio system per the attached statement of requirements.

Send to a Purchasing Officer Once Completed



Bid Waiver Form

Revised 04/2021

Procurement Exception List

- Emergency Procurement
- Unique and specific technical qualifications are required
- A special adaptation for a special purpose is required
- A unique or opportune buying condition exists
- Only one vendor possesses the unique and singularly available ability to meet the Department's requirements

Provide a detailed explanation as to why the competitive bidding (RFB/RFP) process cannot be used. Also provide a detailed justification in relation to the Procurement Exception(s) chosen:

RACOM is one of only two authorized Distributors and Regional Centers of Excellence (RCE) for L3Harris in the Country, with each responsible for half the Country. RACOM is the exclusive/sole-source Distributor and RCE for the West, which includes Wisconsin, while another is the exclusive/sole-source Distributor and RCE for the East. RACOM is the only authorized and qualified provider of these services required by Dane County.

Between L3Harris and their dealers, L3Harris has created/authorized a middle-level of "super dealers" that they call RCEs. RCE's are specially-commissioned, specially-trained to provide equipment and services that "normal-level" dealers can't. RACOM (an RCE) has a network operations center (NOC) that can remotely, electronically monitor a customer's systems and notify both RACOM and the customer if/when something has a failure. L3Harris also has a NOC (DaneCom has used L3Harris' NOC services for a while and has found them to be slow to respond) but "normal-level" dealers do not have NOCs. RCE's also have the ability to contract "normal-level" dealers to be their closest-to-the-customer providers of on-site support. In our envisioned agreement with RACOM, RACOM would contract with GenComm to be that local service provider. Finally, RCE's can purchase for resale L3Harris' software updates like the "SUMS" (security update) software updates that Dane County currently gets directly from L3Harris.

Bid Waiver Approval (For Purchasing Use Only)

Under \$40,000 (Controller)

\$40,000+ (Personnel & Finance Committee)

Date Approved:

Send to a Purchasing Officer Once Completed



1. Scope and Organization

The purpose of this document is to define Dane County’s requirements for services to maintain the DaneCom public safety radio system. It is expected that this document will be used by Dane County and by Harris Corporation (“Harris”) to revise or replace the existing Software FX and System Maintenance Agreements and that it may be incorporated, for reference, into any resulting new Agreement documents.

Section 2 of this document defines Dane County’s requirements for various services. These definitions describe the services that Dane County expects from Harris as well as the specific deliverables required of both parties and the timing for the delivery of those deliverables. These definitions may refer to “identified system components”; this means that some components within DaneCom may be covered by the defined service while others may not.

Section 3 of this document is a matrix that identifies of which system components are to be covered by which services. Whereas Section 2 defines who is to do what and when; Section 3 identifies to which equipment within the DaneCom system (i.e., which components) those services are to be applied.

Appendix A of this document is a matrix that identifies the external monitoring points (such as ‘door open’, ‘high temperature’, ‘smoke alarm’ etc.) at DaneCom sites to be monitored as part of some of the services defined below.

2. Definition of Services

1. Annual Consultation Service – System Audit (ACS-SA)	
General Requirement	<p>Vendor shall review lifecycle status (still shipping, cancellation announced, end of shipments, end of software updates, end of phone support, end of parts and repairs) of identified system components and provide a report showing their lifecycle status</p> <p>Any component that is currently shipping with no manufacturer-announced date-of-last shipment will be considered a current product. For all other components, vendor will identify the following dates as announced by the vendor: date of last shipment, date of end of new software (including patch) releases, end of technical/phone support, and/or end of availability of manufacturer-provided parts and repairs. For products with announced cancellation/end-of-support dates, vendor shall provide recommendations for their replacement in client’s system with specific mention of: i) recommended year for replacement, ii) impact of non-replacement (the degree to which lack of vendor support will impact system functionality) and iii) budgetary cost for replacement.</p> <p>Cost estimates for recommended replacements shall be budgetary (-0%, + 20%) and shall be inclusive of services to implement in system (i.e., engineering, program management, installation, and testing).</p> <p>Vendor shall answer client’s questions about report.</p>



1. Annual Consultation Service – System Audit (ACS-SA)	
Vendor Deliverable(s)	An Annual System Lifecycle Audit Report. Answers to client’s questions about Report.
Client Deliverables(s)	Review and sign-off of report.
Frequency	Once per year, by end of Q1 of each year
Response/Completion Time	n/a

2. Security & Software Patches (S&SP)	
General Requirement	<p>Vendor shall provide as-needed software patches to identified vendor-manufactured and 3rd-party components. Patches may address security (e.g., anti-virus definition updates), incremental operating system updates, bug-fixes, or other regular non-feature-enhancement updates.</p> <p>Patches shall be pre-tested by vendor on a similar system at vendor’s facilities and found to be applicable/relevant to client’s system.</p> <p>Patches will be provided not more than twice per month, however, any, any patch deemed to be critical (required to continue component’s operations or critical to defense against functional-affecting virus or intrusion), vendor shall provide it as soon as possible.</p> <p>Vendor shall notify client of availability of patch by an email that shall also include a description of its contents (release notes), impact (reason for patch), and instructions for installation.</p> <p>Vendor shall install patches within 1 week of their availability at times/days that are either predefined by client as “service windows” or otherwise approved in writing by client.</p> <p>Vendor’s Telephone Technical Support Service shall be available should client have questions about the contents or installation-instructions regarding a patch.</p>
Vendor Deliverable(s)	Installation of as-needed software patches with notification, impact/description. Phone support (see Telephone Technical Support) should client have questions.
Client Deliverables(s)	n/a
Frequency	As needed
Response/Completion Time	n/a

3. System Infrastructure Upgrades – Vendor Software (SIU-VS)	
General Requirement	Vendor shall provide all software required to bring vendor-branded products to a current level of system- and product- release. Software is to include enhancements and/or corrections to existing features (those already in client’s system or products) as well as any new features for which vendor does not charge an additional cost.



3. System Infrastructure Upgrades – Vendor Software (SIU-VS)	
	<p>At vendor’s option, new software may include new features for which vendor does charge an additional cost, otherwise, such features will be available to client for additional cost. Should client elect to purchase any for-additional-cost new feature, or other system expansion, for deployment at the time of installation of non-cost software updates, vendor may charge for related services. If vendor quotes a system addition or expansion, all of its costs (including hardware, software, services, etc.) will be shown completely and independently from any costs associated with the upgrade (should there be any such costs); however, vendor may show an available cost reduction that is available to client if client choses to purchase additions/expansions at the same time as an upgrade.</p> <p>New software may include patches (as described in “Security & Software Patches”) but may also include entirely new revisions of software, operating system, service packs, etc.</p> <p>New vendor software shall be pre-tested by vendor on a similar system at vendor’s facilities and found to be applicable/relevant to client’s system.</p> <p>Vendor shall provide a description of the new software’s capabilities/contents (release notes that describe the included enhancements, corrections, and/or new non-cost features) and the new software’s impact (improvements it will provide, potential negative effects to performance should it not be installed).</p> <p>Vendor shall develop and shall confirm with client an implementation plan for the new software prior to its installation . The implementation plan shall describe the contents and impact of the new software, the status the system must be in for its installation, the steps (including durations) to install it, expected outages that may affect user (dispatcher, field user, system manager) during the installation, the tests to be performed to confirm its proper installation and operation, and ‘roll-back’ steps to be used should testing show the software installation was unsuccessful.</p> <p>Vendor shall provide all services to plan and implement the new software’s deployment into the system (i.e., program management, engineering, and technical/installation resources for the planning, deployment, installation, and testing of the software).</p> <p>Should client elect to purchase any for-additional-cost new feature for deployment at the time of installation of non-cost software updates, vendor may charge for related services.</p> <p>Vendor’s upgrade package shall be inclusive of hardware and software required to update client’s inventory of spares to accommodate all other upgrades included in this service.</p> <p>Unless otherwise agreed by vendor and client, client shall retain ownership of all equipment removed from service by vendor as part of the upgrade.</p> <p>Vendor shall provide electronic copies of the configuration, operation, usage, and support/maintenance manuals for all new software.</p> <p>This service is limited to the software of vendor-branded products and is exclusive of any new hardware or any software for 3rd-party products (even if those products have been provided by vendor).</p>
Vendor Deliverable(s)	New software required to bring vendor-branded products to a current level of system- and product- release.



3. System Infrastructure Upgrades – Vendor Software (SIU-VS)	
	A software installation plan developed in coordination with client. All services to plan and implement the new software’s deployment into the system.
Client Deliverables(s)	Approval of the installation plan. Participation in the software installation, as allowed by vendor. Witness to and approval of testing plan.
Frequency	Not more than one deployment of new system- and product- release software every two years but also at least one deployment of new system- and product- release software every four years.
Response/ Completion Time	Completion according to installation plan.

4. System Infrastructure Upgrades – Total System Upgrades (SIU-TSU)	
General Requirement	<p>In addition to all requirements of System Infrastructure Upgrades – Vendor Software, vendor shall provide the following:</p> <p>Vendor shall provide all hardware and 3rd party software required to bring entire system to a current level of system- and product- release. Hardware and software are to include enhancements and/or corrections to existing features (those already in client’s system or products) as well as any new features for which vendor does not charge an additional cost.</p> <p>At vendor’s option, new hardware and/or software may include new features for which vendor does charge an additional cost, otherwise, such features will be available to client for additional cost. Should client elect to purchase any for-additional-cost new feature, or other system expansion, for deployment at the time of installation of non-cost hardware and software updates, vendor may charge for related services. If vendor quotes a system addition or expansion, all of its costs (including hardware, software, services, etc.) will be shown completely and independently from any costs associated with the upgrade (should there be any such costs); however, vendor may show an available cost reduction that is available to client if client choses to purchase additions/expansions at the same time as an upgrade.</p> <p>New hardware and software may include patches (as described in “Security & Software Patches”) but may also include entirely new revisions of hardware, software, operating system, service packs, etc.</p> <p>New hardware and software shall be pre-tested by vendor on a similar system at vendor’s facilities and found to be applicable/relevant to client’s system.</p> <p>Vendor shall provide a description of the new hardware’s and software’s capabilities /contents (release notes that describe the included enhancements, corrections, and/or new non-cost features) and the new hardware’s and software’s impact (improvements it will provide, potential negative effects to performance should it not be installed).</p> <p>Vendor shall develop and shall confirm with client an implementation plan for the new hardware and software prior to its installation . The implementation plan shall describe the contents and impact of the new hardware and software, the status the</p>



4. System Infrastructure Upgrades – Total System Upgrades (SIU-TSU)	
	<p>system must be in for its installation, the steps (including durations) to install it, expected outages that may affect user (dispatcher, field user, system manager) during the installation, the tests to be performed to confirm its proper installation and operation, and ‘roll-back’ steps to be used should testing show the hardware and software installation was unsuccessful.</p> <p>Vendor shall provide all services to plan and implement the new hardware and software’s deployment into the system (i.e., program management, engineering, and technical/installation resources for the planning, deployment, installation, and testing of the software).</p> <p>Vendor’s upgrade package shall be inclusive of hardware and software required to update client’s inventory of spares to accommodate all other upgrades included in this service.</p> <p>Unless otherwise agreed by vendor and client, client shall retain ownership of all equipment removed from service by vendor as part of the upgrade.</p> <p>Vendor shall provide electronic copies of the configuration, operation, usage, and support/maintenance manuals for all new hardware and software.</p>
Vendor Deliverable(s)	<p>New hardware and software required to bring vendor-branded and 3rd-party products to a current level of system- and product- release.</p> <p>A hardware and software installation plan developed in coordination with client.</p> <p>All services to plan and implement the new hardware’s and software’s deployment into the system.</p>
Client Deliverables(s)	<p>Approval of the installation plan.</p> <p>Participation in the hardware and software installation, as allowed by vendor.</p> <p>Witness to and approval of testing plan.</p>
Frequency	<p>Not more than one deployment of new system- and product- release hardware and software every two years but also at least one deployment of new system- and product- release hardware software every four years.</p>
Response/Completion Time	<p>Completion according to installation plan.</p>

5. System Infrastructure Upgrades – System Management Training (SIU-SMT)	
General Requirement	<p>Client requires knowledge, tools, processes, documentation, and skills to manage the following functionality of system components:</p> <ul style="list-style-type: none"> • Fault management (detect, identify, view, sort/filter, respond to, and clear failures) • Configuration management (view and change component attributes such as network addresses, parameters and permissions of features, settings related to the operations of talkgroups and user radios, etc.) • Accounting management (view, sort/filter, and save/print information about usage by radios, talkgroups, agencies, channels, and different call types including real-time and user-definable historical periods).



5. System Infrastructure Upgrades – System Management Training (SIU-SMT)	
	<ul style="list-style-type: none"> Performance management (control in real-time operations of user radios, dispatch consoles, and system components to perform such features as radio inhibit, view radio affiliations, dynamic regrouping, talkgroup priorities, etc.) Security management (view, change, and save/print information related to encryption keys used by radios and consoles) <p>Therefore, to the degree that vendor’s provision of the services of System Infrastructure Upgrades– Total System Upgrades includes a change that requires client to obtain new knowledge, tools, processes, documentation, and skills to manage the system’s components, vendor shall provide that training.</p> <p>Training shall be provided at client’s location, shall be class-room based, shall be to an audience of 2 to 8 individuals who hold the duties of system management (and who are familiar with the pre-upgrade processes of system management), and shall be accompanied by physical and electronic copies of the training materials.</p> <p>Prior to delivery of training, vendor shall provide a curriculum of the training sessions, any required pre-reading/prerequisite materials, and requirements for training facilities (space, seating, etc.).</p>
Client Deliverables(s)	<p>Approval of curriculum.</p> <p>Pre-reading of the training prerequisite materials.</p> <p>Training facility at the client’s location.</p> <p>Attendance of the training sessions.</p>
Frequency	<p>Not more than one deployment of new system- and product- release hardware and software every two years but also at least one deployment of new system- and product- release hardware software every four years.</p>
Response/ Completion Time	<p>Completion of training not more than 1 month before start of nor more than 3 months following the completion of vendor’s provision of the services of System Infrastructure Upgrades– Total System Upgrades.</p>

6. Telephone Technical Support & Case Tracking (TTS&CT)	
General Requirement	<p>Vendor shall provide a toll-free phone number for with trained staff to assist client in recovery from failures in the system or its components and to diagnose operational problems in accordance with the response times listed below.</p> <p>Upon client’s call to vendor’s technical support phone number to initiate this service, vendor shall assign client’s issue a unique and trackable number by which vendor and client shall refer to the issue. Vendor shall include as part of the case notes the client’s description of the failure and any/all actions taken by vendor and client to recover from it. Vendor shall provide a secure (credentials-required) online service that client may use to track the status (i.e., view the case notes) related to their case(s).</p> <p>Vendor shall coordinate technical resolutions with 3rd-parties, if it is determined that those components contribute to the failure or are to be involved in the diagnosis.</p> <p>Vendor may use remote-access methods to view operations and conditions of client’s system to assist in delivery of this service.</p>



6. Telephone Technical Support & Case Tracking (TTS&CT)	
	<p>Vendor shall escalate unresolved issues to product development and/or product engineering groups, as needed.</p> <p>Vendor shall provide this service on a best-case effort for those hardware and/or software components, be they of the vendor or a 3rd-party, that vendor has previously identified to client as being no-longer-supported.</p> <p>If vendor is unable to assist client in recovering the system or component from its failure without technical resources at the location of client equipment, vendor shall perform one of the following:</p> <ul style="list-style-type: none"> • If client has with vendor an active service agreement that includes the service of “On-Site Infrastructure Repair & On-Line Tracking”, vendor shall contact the provider of on-site services and dispatch them to the client’s location. • If client does not have an active service agreement for such services, vendor shall, dispatch on-site service to client’s location only after confirming with client that client shall be billed by the on-site service organization on a time-and-materials basis. <p>Should on-site resource be required, their presence and activities shall be in accordance with the response times listed below.</p> <p>Should on-site resource be required, they will coordinate their activities with the vendor’s technical support staff so that the activities and outcomes of the on-site resources are recorded in the case notes.</p> <p>Vendor shall not close the case for the client’s issue until client agrees that the system or component has recovered from its failure.</p>
Vendor Deliverable(s)	<p>Creation of a trackable case number upon client’s initiation of a request for service.</p> <p>On-line services to allow client to track case progress.</p> <p>Technical expertise to diagnose issue and recover failed system/components.</p> <p>Coordination with 3rd parties, as needed, to diagnose issue and recover failed system/components.</p> <p>Dispatch, if needed, on-site services.</p> <p>Provide all services in accordance with response times, as listed below.</p>
Client Deliverables(s)	<p>Detailed description of failure.</p> <p>Assistance to vendor’s technical expertise to diagnose issue and recover failed system/components.</p> <p>Support, if needed, vendor use of remote-access methods to diagnose issue and recover failed system/components.</p> <p>Approval, if needed, for vendor to dispatch on-site service to client’s location for billing on a time-and-materials basis.</p> <p>Approval to close case.</p>
Frequency	As initiated by client in the event of system or component failure.
Response/Completion Time	<p>Priority 1</p> <ul style="list-style-type: none"> • Definition: A failure that causes the system and/or components an impairment of system’s core services (core services include, voice, paging, siren-alerting, data or network management) and no work-around or immediate solution is available. Examples include loss of a radio site, failure of main-and-standby



6. Telephone Technical Support & Case Tracking (TTS&CT)	
	<p>controllers, potentially service-affecting environmental alarms at a site (smoke, unauthorized access, failure of HVAC, extreme temperature, power failure), loss of site interconnections (microwave, fiber, other networking equipment)</p> <ul style="list-style-type: none"> • Time from client’s call to vendor’s technical support service to initiation of response by vendor: 30 minutes on a 24x7x365 basis. • Time from client’s call to vendor’s technical support service to either remote restoration of services or dispatch of on-site resources: 1 hour on a 24x7x365 basis. • Time from vendor’s dispatch of on-site resources to arrival of those resources at client’s location (site of failed equipment or best site to restore system): 2 hours on a 24x7x365 basis. <p>Priority 2</p> <ul style="list-style-type: none"> • Definition: A failure that causes the system and/or components to operate with a continuous reduction in capacity or functionality of core services. Examples include loss of more than one channel at a radio site or failure of a single redundant component. • Time from client’s call to vendor’s technical support service to initiation of response by vendor: 2 hours on a standard-business-day. • Time from client’s call to vendor’s technical support service to either remote restoration or services or dispatch of on-site resources: 4 hours on a standard-business-day basis. • Time from vendor’s dispatch of on-site resources to arrival of those resources at client’s location (site of failed equipment or best site restore system): 4 hours on a standard-business-day basis. <p>Priority 3</p> <ul style="list-style-type: none"> • Definition: A failure that causes the system and/or components to operate with a reduction in the functionality, efficiency or usability of core services (voice, data and network management) but for which there is a viable work-around available. Examples include loss of a single channel at a radio site or intermittent faults that are infrequent and have minor impact to core services. • Time from client’s call to vendor’s technical support service to initiation of response by vendor: 4 hours on a standard-business-day. • Time from client’s call to vendor’s technical support service to either remote restoration or services or dispatch of and arrival by on-site resources: By the end of the same day on a standard-business-day basis.

7. Remote Network Monitoring, Notifications, & Reporting (RNMN&R)	
General Requirement	Vendor shall electronically monitor the identified components in client’s system. Monitoring shall occur on a 24x7x365 basis.



7. Remote Network Monitoring, Notifications, & Reporting (RNMN&R)	
	<p>Vendor and client shall collaboratively agree to the specific functions and/or levels to be monitored in the identified components.</p> <p>Upon detection of an alarm from or failure of a monitored component, vendor shall: notify client of the alarm/failure and engage vendor’s technical expertise to remotely diagnose the alarm/failure and recover the system or component to full operations.</p> <p>Upon engagement of vendor’s technical expertise, the alarm or failure shall be treated by vendor as a new case per the requirements of the “Telephone Technical Support & Case Tracking” service as described herein (i.e., once an alarm or failure is detected, vendor shall hold same responsibilities and shall perform same actions as required by the “Telephone Technical Support & Case Tracking” service).</p> <p>Vendor shall provide monthly reports that describe, for that monthly period, all detected alarms, the corrective actions taken for each alarm, the response times from detecting each alarm to restoring service or otherwise completion the action required to address the alarm.</p> <p>Vendor shall provide connectivity from the location of their monitoring facility to the client’s system and shall provide all software and hardware tools required by monitoring facility to perform the services described in this section.</p>
Vendor Deliverable(s)	<p>Notification to client of alarm or failure.</p> <p>Creation of a trackable case number upon alarm or failure.</p> <p>On-line services to allow client to track case progress.</p> <p>Technical expertise to diagnose issue and recover failed system/components.</p> <p>Coordination with 3rd parties, as needed, to diagnose issue and recover failed system/components.</p> <p>Dispatch, if needed, on-site services.</p> <p>Monthly report on alarms, causes, and resolutions.</p> <p>Provide all services in accordance with response times, as listed below.</p>
Client Deliverables(s)	<p>Continuous access to vendor to monitor system and components including access through client’s network security devices (i.e., firewall).</p> <p>Identification of client personnel (with contact information) for vendor’s notifications.</p> <p>Assistance to vendor’s technical expertise to diagnose issue and recover failed system/components.</p> <p>Support, if needed, vendor use of remote-access methods to diagnose issue and recover failed system/components.</p> <p>Approval, if needed, for vendor to dispatch on-site service to client’s location for billing on a time-and-materials basis.</p> <p>Approval to close case.</p>
Frequency	As initiated by vendor in the event of system or component failure.
Response/Completion Time	Same priorities and response/resolution/dispatch times as “Telephone Technical Support & Case Tracking”, however, initiating event will be vendor’s identification of an alarm or failure (instead of client’s call to vendor’s technical support service).



8. On-Site Infrastructure Repair & On-Line Tracking (OSIR&OLT)	
General Requirement	<p>In the event that either of the services of “Telephone Technical Support & Case Tracking” or “Remote Network Monitoring & Notifications” requires on-site resources to restore operations of a component or the system, vendor shall dispatch those resources, and they shall arrive on-site, per the listed Response Times for “Telephone Technical Support & Case Tracking”.</p> <p>Vendor’s on-site resources will work to repair or replace any failed component and shall work to restore system operations. Their actions may include:</p> <ul style="list-style-type: none"> • Use software or hardware tools to diagnose the issue. • Converse with client’s technical or operational personnel to characterize the operational impact. • Communicate with vendor’s or 3rd-party’s technical experts to identify possible methods to restore system operations. • Install new or reconfigure existing hardware or software in an attempt to resolve the failure. • Replace failed equipment with available spares. • Identify to client any issues that are outside of vendor’s responsibility and that may be cause of failure/issue and provide service-restoring recommendations to client. Examples of such situations may include: <ul style="list-style-type: none"> ○ Improper use of system by users ○ Failure of client-provided equipment or interface ○ Failure of vendor-provided equipment or interface not covered by a service agreement. • Upon vendor’s completion of corrective actions, demonstrating to, and confirming with, client the full restoration of operations of the failed component or system. • If a system component is determined to be failed and if vendor cannot repair it at the on-site location, vendor shall notify client and shall initiate the service of Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) (see below) for that component. • Continually updating vendor’s technical support staff of progress, up to an including resolution, so that the case notes will be current.
Vendor Deliverable(s)	<p>On-site presence of servicers to restore operations of components and/or system. Updates on restoration efforts. Identification of any non-vendor-responsibilities. Demonstration of component/system restoration.</p>
Client Deliverables(s)	<p>Ensure vendor’s on-site resources physical access to required locations and electronic access to required network management systems and/or databases. Provide any client-held spare components. Address/resolve any agreed-to issues that are outside of vendor’s responsibility (usage, client-provided equipment, non-covered equipment, etc.).</p>
Frequency	<p>As required by either of the following services: “Telephone Technical Support & Case Tracking” or “Remote Network Monitoring & Notifications”</p>



8. On-Site Infrastructure Repair & On-Line Tracking (OSIR&OLT)	
Response/Completion Time	<p>The following are target goals for restoration of components and/or system:</p> <p>Priority 1</p> <ul style="list-style-type: none"> Time from arrival of on-site resources at client's location (site of failed equipment or best site restore system) to restoration of service: 2 hours on a 24x7x365 basis. <p>Priority 2</p> <ul style="list-style-type: none"> Time from arrival of on-site resources at client's location (site of failed equipment or best site restore system) to restoration of service: 4 hours on a standard-business-day basis. <p>Priority 3</p> <ul style="list-style-type: none"> Time from arrival of on-site resources at client's location (site of failed equipment or best site restore system) to restoration of service: 8 hours on a standard-business-day basis.

9. Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT)	
General Requirement	<p>Should a component be determined to be failed, vendor shall provide client with a return-materials-authorization (or other tracking number) that shall be associated with its return for repair. This information will be incorporated into the notes that are part of the case opened by vendor's technical support service.</p> <p>Vendor shall collect the failed component from the client's location and ship it to the vendor's infrastructure repair facility and provide to client receipt/acknowledgement of its collection and tracking information regarding its shipment.</p> <p>Upon receipt at vendor's infrastructure repair facility, vendor shall attempt to read and save the component's as-received configuration.</p> <p>Vendor shall perform available operational checks on the failed component to determine the nature of the failure.</p> <p>Vendor shall repair the failed component. This may involve changes to the configuration or equipment of the component's hardware or software.</p> <p>Upon repair of the failed component, vendor shall test it to confirm that it is returned to operational specifications. This may involve testing the component in a stand-alone configuration and/or as part of a system at vendor's infrastructure repair facility.</p> <p>If possible, vendor shall then restore the component's as-received configuration. If no configuration could be read upon receipt, vendor shall configure the component with default settings.</p> <p>Upon completion of all above tasks, vendor shall package repaired component for safe return to client and shall ship it to client via two-day delivery service (with shipment tracking services) unless client requests and agrees to pay for faster return delivery.</p> <p>As repairs proceed and return shipment occurs, vendor shall update the notes that are part of the case opened by vendor's technical support service.</p>



9. Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT)	
	<p>If failed component is under warranty, vendor shall take any/all actions required by that warranty.</p> <p>If failed component is not under warranty and is incapable of being repaired but not covered by warranty, vendor shall notify client of such condition and shall assist client in determining best course of action. In such a case and if requested by client, vendor shall return failed component to client.</p> <p>If vendor determines through diagnosis and/or testing that the component is not in need of repair and is functional (“no trouble found”), vendor shall report such finding to client and shall return the component to client.</p> <p>If vendor determines through diagnosis and/or testing that the component has failed due to improper operation, storage, or use, vendor shall report such finding to client and shall repair the component upon client’s approval to pay for its repair. Costs to repair in such instances shall be on a time-and-materials basis (using vendor’s standard/posted labor costs).</p> <p>If the failed component has been identified by vendor to client as beyond vendor’s last-date-of-repair-service, vendor shall use best-efforts to repair it. Costs to repair in such instances shall be on a time-and-materials basis (using vendor’s standard/posted labor costs). If the component cannot be repaired, vendor shall notify client of such condition and shall assist client in determining best course of action. In such a case and if requested by client, vendor shall return failed component to client.</p> <p>If the failed/received component is from a 3rd-party, vendor shall perform all same services as listed in this section, however, vendor shall coordinate with the component’s manufacturer for its repair. Any components sent for repair by vendor to a 3rd-party manufacturer (or their designee) shall be returned to vendor for testing before being shipped to client.</p>
Vendor Deliverable(s)	<p>Safe shipment to vendor’s infrastructure repair facility with receipt and shipment tracking information.</p> <p>Assignment of a return materials authorization number to client for failed component.</p> <p>Tracking of returned component while in vendor’s facility.</p> <p>Updated case notes for component’s repair.</p> <p>Repair of failed component or, in cases of 3rd-party components, coordination with original manufacturer for component’s repair.</p> <p>Identification of any exception cases (no trouble found, irreparable, improper-usage, end-of-life, etc.) and consultation on next actions.</p> <p>Testing of repaired component.</p> <p>Return shipment of failed component.</p>
Client Deliverables(s)	<p>Notice to vendor of any requirements for faster-than-two-day return shipment arrangements (and payment of associated costs).</p> <p>Direction to vendor for next steps for any exception cases (no trouble found, irreparable, improper-usage, end-of-life, etc.).</p>
Frequency	As needed
Response/Completion Time	The following are target goals for repair of failed infrastructure components (excluding exception cases):



9. Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT)	
	<p>For vendor-manufactured components:</p> <ul style="list-style-type: none"> Time from arrival of at vendor’s infrastructure repair facility to shipment to client (departure from vendor’s infrastructure repair facility): 5 business days <p>For 3rd-party components:</p> <ul style="list-style-type: none"> Time from arrival of at vendor’s infrastructure repair facility to shipment to client (departure from vendor’s infrastructure repair facility): 9 business days

10. Advanced Replacement for Infrastructure Repair (AR-IR)	
General Requirement	<p>This service shall be an additional service to be optionally paired with Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) – it shall not be available without Infrastructure Repair & On-Line Tracking (VDIR&OLT); however, Infrastructure Repair & On-Line Tracking (VDIR&OLT) shall be available without it. At the time that client and vendor determine that a system component is failed, vendor ship to client via next-day delivery service a replacement for the same component. The component that is shipped from vendor to client may be new or may be reconditioned to as-new specifications. Within five days of vendor’s shipment of a replacement for the failed component, client shall support vendor in their collection of the failed component and their shipment of it to the vendor’s infrastructure repair facility. Upon completion of repairs by vendor of the client’s originally failed component, client and vendor may agree to either: i) allow client to keep vendor’s advanced-shipped replacement component and allow vendor to keep the repaired component or ii) return the advanced-shipped replacement component to the vendor and return the repaired component to the client. All other obligations and condition of the Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) apply.</p>
Vendor Deliverable(s)	In addition to all deliverables of the Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) service; next-day delivery of a functional replacement of a failed component.
Client Deliverables(s)	In addition to all deliverables of the Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) service; direction/agreement as to how to process (vendor/client to keep or vendor/client to re-exchange) the vendor-repaired component.
Frequency	As needed
Response/Completion Time	In addition to all conditions of the Vendor Depot Infrastructure Repair & On-Line Tracking (VDIR&OLT) service; next-day delivery of a replacement of a failed component.



11. Infrastructure Preventative Maintenance (IPM)	
General Requirement	<p>Vendor shall visit the locations of identified components and shall calibrate (i.e., align, adjust, program, configure, or tune) them to manufacturer’s specifications. For components that are not active-electronics components (e.g., lightning protection), vendor shall perform a visual inspection to confirm proper mounting/installation, physical connections, and undamaged exterior.</p> <p>Vendor shall coordinate the dates, times, and durations of on-site presence with client before arriving at any on-site location.</p> <p>Vendor shall collect and record the component’s specifications before and after calibration and shall present those values, along with the values that represent manufacturer’s specifications, to client.</p> <p>Vendor shall provide this service only for components that are not beyond the manufacturer’s announced last-date-for-service.</p> <p>For 3rd-party products, vendor shall coordinate with the original manufacturer, or their authorized service provider, to deliver this service.</p> <p>Should vendor encounter a component that, for whatever reason, cannot be calibrated to manufacturer’s specifications (a non-conforming component), vendor shall identify to client the specification(s) that cannot be met along with suggestions as to the cause of the non-conformance. Vendor shall then confer with client on next actions which may include replacing the component with an available spare and returning the non-conforming component for infrastructure repair or client’s purchase of a replacement component.</p>
Vendor Deliverable(s)	<p>Client-coordinated, on-site calibration of identified components per the “frequency” listed in Section 2, below.</p> <p>Report of component’s pre- and post-calibration specifications.</p> <p>Identification of any non-conforming components.</p>
Client Deliverables(s)	<p>Coordinate with vendor regarding date, time, and duration of on-site presence.</p> <p>Ensure vendor’s on-site resources physical access to required locations.</p> <p>Address/resolve any agreed-to issues regarding non-complying components.</p>
Frequency	See Section 2, below.
Response/Completion Time	As agreed to in coordination to occur before on-site presence.

12. Infrastructure Spares Maintenance (ISM)	
General Requirement	<p>In an annual basis, vendor shall recommend to client a list of spare equipment to reliably maintain operations of the system. Report shall specifically identify any of client’s system components that are at that time without spares.</p> <p>For those spare equipment components that client purchases, vendor shall hold them in a facility that supports the requirements of the Telephone Technical Support and On-Site Infrastructure Repair services.</p> <p>Vendor shall maintain spares in a ready-for-use condition so that spare components do not require significant assembly or configuration prior to use in client’s system.</p>



12. Infrastructure Spares Maintenance (ISM)	
	Vendor shall provide client with semi-annual reports on the inventory of spare equipment to include model and serial number of spare, quantity, location, software version (if applicable), and active system component for which it serves as a spare (i.e., if a spare is a subcomponent to a system component, then that system component shall be identified).
Vendor Deliverable(s)	Annual recommendation regarding spares and semi-annual report on spares inventory. Warehousing of spares and deployment when needed by other services.
Client Deliverables(s)	Purchase of spares (which may be all of, some of, or more than those as recommended by vendor.)
Frequency	Annual recommendation regarding spares and semi-annual report on spares inventory.
Response/Completion Time	n/a

13. System & Component Backup Management (S&CBM)	
General Requirement	Vendor shall backup the configurations and databases of system components and shall retain those backup files. Files to be backed-up shall include, at a minimum, those that contain any configurations for components that have been configured during installation and those that contain data required by the system to perform its core service. Backups shall be collected in a way that does not disrupt system functionality. Backup files of system components shall not be stored on the system component itself. When required to restore operations of a system or to repair a component, vendor shall use the most-recent and most-applicable backed-up configuration and/or database file. Vendor shall make backed-up files available to client, upon request.
Vendor Deliverable(s)	Off-component retention of configuration and database backups. Use of backed-up files to restore system or component functionality.
Client Deliverables(s)	n/a
Frequency	Backups shall occur at least weekly unless otherwise agreed to by client.
Response/Completion Time	n/a

14. Client Requested Services	
General Requirement	Vendor shall provide prices for labor for personnel to complete other tasks as requested by client for system maintenance, addition, or expansion. Prices shall be hourly-bases and shall be for: technicians, installers, system engineer, network engineer, and project manager. Prices shall be quoted for normal-business-hour times as well as for beyond-normal-business-hour times.



14. Client Requested Services	
Vendor Deliverable(s)	To be agreed-to on a task-by-task basis.
Client Deliverables(s)	To be agreed-to on a task-by-task basis.
Frequency	To be agreed-to on a task-by-task basis.
Response/Completion Time	To be agreed-to on a task-by-task basis.



3. Application of Services to Specific System Components

This section includes a matrix that, along its left edge, lists the components in the DaneCom system. These components are grouped by subsystem. The top of the matrix lists, from left to right, the services defined above in Section 2. The balance of the matrix establishes which components are to receive which services. An "X" in a box within the matrix is to be taken as a requirement that the component of that row is to be covered by the service of that column. For the specific service of IPM, the entries are numbers that are to be taken as the frequency, in months, that the IPM service is to be completed for that component (e.g., a "6" in a box in the IPM column means that the component of that row is to receive Infrastructure Preventative Maintenance every 6 months). An "O" in a box within the matrix is to be taken as a desire by Dane County to optionally, at additionally cost, select the service of that column for the component of that row. A blank box within the matrix to be taken as a statement that the component of that row is not to be covered by the service of that column. The right edge of this matrix lists the total quantity of each component, at all sites/locations in the DaneCom system, that are to be covered by the services.

The listing of a component is to include any associated external items that are required for that component's functionality (for example, "MASTR V" repeater stations rely on external power supplies and fan shelves for their functionality, therefore those external items shall be covered by the same services that are identified for the MASTR V repeater stations.)

SUBSYSTEM & COMPONENTS	SERVICE													Quantity
	1	2	3	4	5	6	7	8	9	10	11	12	13	
Common Site Components	ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMN &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	
Radio Antennas														
Tower Top Amplifiers														
Radio Transmission Lines														
GPS Antennas & GPS Transmission Lines														
Radio & GPS Lightning Protection														
RF Combiners, Multicoupler, & Filters														
Site Batteries														



Statement of Requirements for Dane County
 DaneCom Public Safety Radio System
 System Maintenance

DRAFT

SUBSYSTEM & COMPONENTS	SERVICE													Quantity
	1	2	3	4	5	6	7	8	9	10	11	12	13	
	ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMM &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	
DC-AC Inverters														
Universal Power Supplies														
Backup Generators & Transfer Switches														
Backup Generator Fuel Sources														
HVAC Units														
Site Monitoring Equipment (NetSentry Workstations, the equipment that monitors site conditions/alerts)														
Site Monitoring Points (See Appendix A)														
Site AC Power														
Microwave Dishes														
Microwave Transmission Lines														
Microwave Lightning Protection														
Microwave Dehydrators														
Microwave Radios														



Statement of Requirements for Dane County
 DaneCom Public Safety Radio System
 System Maintenance

DRAFT

SUBSYSTEM & COMPONENTS	SERVICE													Quantity
	1	2	3	4	5	6	7	8	9	10	11	12	13	
	ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMN &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	
Microwave Networking / MPLS Routers														
Microwave Network Management Server (TSM-8000)														
Routers & Switches														
System Entry/Exit														
Firewalls														
Network Management Server (VIDA RNM)														
Network Management Terminals Including Computer, Display, Keyboard, Mice, & All Associated Software														
Symphony Dispatch Console Stations Including Computer, Display, Speakers, Peripheral-Audio Distribution Controller, Jackboxes, Footswitches, & All Associated Software														
Dispatch IRIM Interfaces														



Statement of Requirements for Dane County
 DaneCom Public Safety Radio System
 System Maintenance

DRAFT

SUBSYSTEM & COMPONENTS	SERVICE													Quantity
	1	2	3	4	5	6	7	8	9	10	11	12	13	
	ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMN &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	
Dispatch iRIM Gateways														
Dispatch iRIM EJohnson Radios														
Dispatch Backup Control Station Radios														
VIDA Conventional Gateways														
Primary Controller NSS including VNIC, RNM, RSM, UAS, Transcoder, Active Directory, SUMS, McAfee ePO, Device Manager, Encompass, & Activity Warehouse Services														
Backup Controller NSS including VNIC, RSM, UAS, Transcoder, Active Directory, SUMS, Device Manager, Encompass, & Activity Warehouse Services														
MIME Servers / Service														
ISSI Gateways / Service														



Statement of Requirements for Dane County
 DaneCom Public Safety Radio System
 System Maintenance

DRAFT

SUBSYSTEM & COMPONENTS	SERVICE													Quantity
	1	2	3	4	5	6	7	8	9	10	11	12	13	
	ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMN &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	
BeOn Servers / Service														
ENM Servers / Service														
DFSI Servers / Service														
Unitrends Backup Servers / Service														
Status Aware Servers / Service														
Primary Voting Control Point														
Backup Voting Control Point														
MASTR V Repeaters														
GPS-based Site Clocks														
MASTR V Repeaters														
Network First Gateways														
MASTR V Repeaters														
Network First Gateways														
M7300 Mobile Radios														
MASTR III Repeaters														
Network First Gateways														



DRAFT

Statement of Requirements for Dane County
 DaneCom Public Safety Radio System
 System Maintenance

SERVICE													
1	2	3	4	5	6	7	8	9	10	11	12	13	
ACS-SA	S&SP	SIU-VS	SIU-TSU	SIU-SMT	TTS &CT	RNMM &R	OSIR &OLT	VDIR &OLT	AR-IR	IPM	ISM	S&CBM	Quantity
Zetron 640 Paging Controller													
Convex Page Buffer													
Paging Backup Control Stations													
M7300 Mobile Radios													
MASTR III Repeaters													
Siren-Control Stations													
Spare Equipment													
Specifically Excluded Equipment													
Unless covered by a separate agreement, the following components have no coverage from any of the above-described maintenance services. The term "local agency" is used to mean any equipment owned by agencies other than Dane County. <ul style="list-style-type: none"> • Local Agency Dispatch Consoles • Local Agency Interop Gateways • Local Agency Network Sentries • Logging Recorder • Equipment Racks • Radio Site Master Ground Bar and Grounding Cables • Radio Site Shelter and Tower Physical Structures • Subscriber Radios (other than those listed above that perform system-level functions) 													



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4. Appendix A – Site Monitoring Points

This section includes a matrix that identifies the points at each radio site to be monitored by vendor as part of the “Remote Network Monitoring, Notifications, & Reporting (RNMIN&R)” service. Along this matrix’s left edge are the possible monitoring points for each site in the DaneCom system. The top of the matrix lists, from left to right, the sites in the DaneCom system. The balance of the matrix establishes which components are to receive which services. An “X” in a box within the matrix is to be taken as a requirement that the possible monitoring point of that row is to be monitored at the site of that column. A blank box within the matrix is to be taken as a statement that the possible monitoring point of that row is either not available or not to be monitored at the site of that column.

Possible Monitoring Point	Site													
	CCB	UW	Roxb	Eisn	SuPr	Vrna	McKe	WMGN	WJJO	Rock	Stou	DeFo	Deer	Brig
Intrusion														
Generator Run														
Generator Trouble														
Smoke/Fire														
Temp Hi														
Temp Low														
Tower Lamp														
AC Fail														
UPS Alarm														
UPS Low Battery														
Rectifier														
TTA														
Fuel Level														
Others... needs to be reviewed/expanded														