

Attachment 1

Performance Requirements Summary*

Required Services (Tasks)	Performance Standards	Acceptable Quality levels	Methods of Surveillance	Incentive (Positive And/Or Negative) (Impact on Contractor Payments)
<p><u>Network and Infrastructure Support, limited to:</u></p> <ul style="list-style-type: none"> ■ Monitoring a T1 digital transmission line, provided by Government, that connects the Presidio network, through the County network operated by ITD, to the CLETS message switching services provided by TracNet, thereby enabling Government to utilize TracNet CLETS message switching services ■ Providing Virtual Private Network (VPN) access, through the County network operated by ITD, to the CAD and Mobile Cop mobile applications provided by Verizon Communications, Inc. (Verizon), thereby enabling Government to utilize Verizon’s CAD and Mobile Cop mobile applications. ■ Providing configuration and coordination of networking devices (e.g., Government router(s) located at Presidio of Monterey) associated with Government’s dedicated digital transmission lines to the County network, as needed to enable Government use of TracNet CLETS message switching services and Verizon mobile applications. This specified Network and Infrastructure Support applies to data transmission only, and thereby excludes support of voice/telephone functions. 	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p>	<p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p>

<p><u>At Government's request, Desktop Analyst Services, limited to:</u></p> <ul style="list-style-type: none"> ■ County Active Directory user accounts and resets ■ CAD and Mobile Cop mobile application user accounts and resets ■ Assistance and troubleshooting with Cisco Anyconnect mobile security application ■ Assist and troubleshoot Mobile Applications which communicate with the County network for first responders (CAD/CLETS) ■ Assistance and troubleshooting with Verizon's CAD mobile application 	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p>	<p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p>
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<p>■ Assistance and troubleshooting for Government devices—workstations and printers—accessing the County network for CLETS messages, utilizing the TracNet message switch which resides on the county network and Verizon’s CAD and Mobile Cop applications</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p>	<p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p>
<p><u>At Government’s request, ITD</u> <u>Radio Shop Support of Government public safety vehicles, limited to:</u></p> <p>A. Installing:</p> <ul style="list-style-type: none"> i) Light bars ii) Sirens iii) Controllers iv) Cages v) Standard mobile radios vi) Wi-Fi vii) Modems viii) License plate readers ix) DVR and docking stations x) Back-up cameras xi) K-9 remote door openers xii) K-9 cooling systems xiii) Antennas <p>B. Assistance and troubleshooting with wiring problems</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p> <p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p> <p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p>	<p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p> <p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p>
<p>C. Assistance and troubleshooting with system controller problems, limited to:</p> <ul style="list-style-type: none"> i) Firmware updates ii) Programming 	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract</p>	<p>Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints</p>	<p>Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract</p>

iii) Wiring D. Assistance and troubleshooting with radio maintenance, limited to: i) Programming ii) Wiring iii) Antenna system trouble shooting	Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract	Maintain operability, to the extent possible given mitigating circumstances, as specified in this Award/Contract	Daily observations, System Status Reports, Periodic Inspections, and Random, Observations, Customer Complaints	Either Government or County may terminate this Award/Contract upon thirty (30) days advance notice, as specified in this Award/Contract
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*County will not provide the following services:

- support and troubleshooting of the Presidio network generally, which is not integral with or required to provide the services specified above
- support and troubleshooting of Government software, operating systems, interfaces, or devices generally, which is not integral with or required to provide the services specified above
- support and troubleshooting of Government applications generally, which is not integral with or required to provide the services specified above