

**CAL FIRE
CAD-to-CAD Interface
Service Level Agreement**

A Overview

1. This Service Level Agreement (SLA) is between the California Department of Forestry and Fire Protection (CAL FIRE) and Monterey County. (the Agency).
2. The interface between the CAL FIRE CAD and the Agency CAD significantly improves emergency response dispatching accuracy and timeliness for incidents that require a response from both CAL FIRE and the Agency.
3. The responsibilities of both parties participating in the Computer-Aided-Dispatching to Computer-Aided-Dispatching (CAD-to-CAD) interface are detailed below. Under this SLA, both parties must meet their responsibilities in order to attain the level of service necessary to meet the technical support response times outlined in this document.
4. The services that CAL FIRE and the Agency or their vendors must provide to maintain a viable CAD-to-CAD interface include:
 - a) CAD Application and Server Support
 - b) CAD-to-CAD Message Routing and Translation Application and System Support
 - c) Network and Firewall Configuration and Troubleshooting Support
 - d) Business Process Analysis and Testing Support
5. This agreement must be signed by CAL FIRE and the Agency before beginning real-time interfacing between the CAL FIRE CAD system and the Agency CAD system.

B Term of Agreement

This SLA will be effective when signed by both CAL FIRE and the Agency. This Agreement will be automatically renewed on June 30 of each year. Either Party may terminate this Agreement with thirty (30) days advance written notice to the other Party.

C Points of Contact

CAL FIRE	Monterey County Emergency Communications
Name: Terry Eastwood Title: CAL FIRE CAD Project Manager Phone: (916) 654-1013 Email: terry.eastwood@fire.ca.gov	Name: William Harry Title: Director of Emergency Communications Phone: 831-769-8880 Email: harryw1@co.monterey.ca.us
CAD Technical Contact Name: Varies with multiple IT Staff Pager: (916) 657-4549 Email: CADSupport@fire.ca.gov	CAD Technical Contact Name: Don Clark Title: Telecommunications System Coordinator Phone: 831-769-8891 Email: clarkd@co.monterey.ca.us

D CAL FIRE and Agency Responsibilities

1. **CAD Support.** Both Parties must have a support contract in place with their CAD vendor and the vendor or agency responsible for the CAD-to-CAD message routing and translation system.
2. **Business Analysis.** Both Parties are responsible for providing a CAD specialist or systems analyst who has expertise with the local CAD implementation to assist with configuring interface data tables and diagnosing problems with the CAD-to-CAD interface.
3. **Testing Support:** Both Parties must provide qualified personnel to participate in the testing and problem resolution effort that takes place before the CAD-to-CAD interface goes into live operation.
4. **Initial Support Request.** If the CAD-to-CAD interface is not functioning, the CAL FIRE command center is responsible for contacting CAL FIRE Information Technology Services (ITS), and the Agency is responsible for contacting its technical support provider. The technical support provider will respond to the Agency's request for service based on the conditions in the Agency's support contract with the technical support provider.
5. **Business Continuation.** If CAL FIRE or the Agency discovers its CAD can not send incidents to, or receive incidents from, another CAD, the discovering entity is responsible for notifying the other command center and making arrangements to employ manual backup procedures such as using the telephone, intercom, email, radio, or a text pager to relay incident information.
6. **Initial System Checkout.** Each Party's technical support provider is responsible for verifying that messages are flowing between its CAD and the message routing and translation system before contacting the other Party. For example, a CAL FIRE CAD operator uses the "PING CIS" command to verify communications between the CAL FIRE CAD and the CAL FIRE CAD Interface Server.
7. **Technical Support Service Level.** During regular business hours (Monday - Friday, 8 a.m. - 5 p.m.), both Parties must respond to a request for service within thirty (30) minutes and work on critical issues continually until resolved. An issue will be considered critical if two CAD systems can not exchange incident information.
8. **Troubleshooting Coordination.** The CAL FIRE ITS CAD support analyst and the Agency's CAD technical support contact are responsible for coordinating troubleshooting efforts that involve CAL FIRE, the Agency, CAD vendors, or the message routing and translation system vendor. Both Parties are required to participate in joint troubleshooting efforts at the request of the other entity.
9. **Technical Resources.** Both Parties are responsible for providing qualified personnel such as a CAD application specialist, networking engineer, or technical support provider as needed to participate in troubleshooting evolutions.

E CAD-to-CAD Interface Certification Process

1. Prior to starting live operations, both Parties must complete a thorough interface certification process and mutually agree that the interface is ready for live operations. The certification process must follow a test procedure jointly developed by both Parties. The procedure must verify correct and reliable operation of all interface functions including detection and reporting of error conditions.
2. Both Parties must conduct parallel testing of the CAD-to-CAD interface with a proven method for sending incident information to another command center. The parallel testing period must be at least thirty (30) days and can be restarted with the mutual agreement of both Parties.
3. Each Party must develop a procedure for detecting that an incident was not delivered to the other CAD and for using an alternate method to send incident information. This procedure must be validated during parallel operations.

F Indemnification

Each party, to the extent allowable by law, agrees to indemnify, defend and save harmless the other party, its officers, agents, and employees from liability, loss, damage, and expenses (including attorney fees) it may suffer as the result of claims, demands, costs, or judgments which may be made or instituted against it by reason of personal injury (including death) to any person or damage to property arising out of or connected with the performance of the activities to be carried out in conjunction with this service level agreement and the operation of the CAD-to-CAD software and hardware. Each party shall be responsible for any and all claims that may arise from the behavior and/or performance of its respective employees during and in the course of their employment to this agreement.

G Miscellaneous

1. This Agreement cannot be amended, altered, modified, waived or superseded, in the whole or in part, except by a written agreement so stating which is signed by all parties to this Agreement. No delay or omissions on the part of any party to this Agreement shall operate as a waiver of any such right or any other right. Waiver of any one breach of any provision hereof shall not be deemed to be a waiver of any other breach of the same or any other provision hereof.
2. Each party will bear all of its own costs and expenses in connection with this Agreement.
3. This Agreement is not assignable by either party.
4. This Agreement shall inure to the benefit of and be binding on each party, as well as its respective successors.
5. Nothing in this Agreement shall confer any rights upon any person or entity who is not a party to this Agreement, nor shall anything in this Agreement be construed as creating an obligation by either party to any non-party to this agreement.

6. Section headings are for convenience only and are not part of the Agreement.
7. The parties hereby agree that faxed signatures of the parties to this Agreement shall be as binding and enforceable as original signatures; and that this Agreement may be executed in multiple counterparts with the counterparts together being deemed to constitute the complete agreement of the parties.
8. Each person who executes this Agreement on behalf of any party to the Agreement represents and warrants that he or she has been duly authorized by such party to execute the Agreement.
9. Each party to this Agreement shall be considered independent contractors and the employees and agents of each Party shall continue to be employees and agents of that Party and shall not be considered for any purpose employees or agents of the other Party.
10. If any provision of this Agreement or any provision of any document incorporated by reference shall be held invalid, such invalidity shall not affect the other provisions of this Agreement which can be given effect without the invalid provision, if such remainder conforms to the requirements of applicable law and the fundamental purpose of this Agreement, and to this end the provisions of this Agreement are declared to be severable.
11. This Agreement contains all the terms and conditions agreed upon by the Parties. No other understandings, oral or otherwise, regarding the subject matter of this Agreement shall be deemed to exist or to bind either of the Parties.

It is Agreed:

CAL FIRE	NAME
By: 	By:
Unit Chief	Director of Emergency Communications
Date: 2-15-18	Date:
By: Ron Ralph	By:
Chief Information Officer	
Date:	Date:
	Approve as to Legal form:

CAL FIRE	NAME
By:	By:
Fire Protection	
Date:	Date:
By: <i>Mr. Gueble</i>	By:
<i>MIKE MEDDLES</i> ECC Chief	
Date: <i>2/15/18</i>	Date: