Cheryl Bledsoe, Director
Clackamas 911 (CCOM)
2200 Kaen Road, Oregon City, OR 97045

April 14, 2022

Board of County Commissioners
Clackamas County

Approval of an IGA with MAJCS for Regional Tech Support for 911 Computer Aided Dispatch (CAD) services. Total value is $75,000. Funding through MAJCS 911 agencies. County General Funds are not involved.

Purpose/Outcome	Provides financial compensation for technical support services for Computer Aided Dispatch (CAD) for 911 agencies in Clackamas, Washington and Columbia counties.
Dollar Amount and Fiscal Impact	Provides $75,000 in funding for actual hours of technical support provided by Clackamas Tech Services to MAJCS entities.
Funding Source	MAJCS 911 Centers (WCCCA, C911, LOCOM and CCOM) will pay for these support services.
Duration	Funding provided on annual basis, until rescinded or technology changes in way that no longer requires similar support.
Previous Board Action/Review	Presented at Administrator Issues on 4/12/22
Strategic Plan Alignment	This aligns with our local Clackamas 911 MFR goal to provide secure, resilient, forward-leaning facility and technologies. This aligns with the County MFR goal to ensure safe, healthy and secure communities through the ongoing provision of 911 services.
Counsel Review	Date of Counsel review: 8/21/21 initially, most recently 3/7/22 by Andrew Naylor
Procurement Review	(Please check yes or no for procurement review. If the answer is "no," please provide an explanation.) 1. Was the item processed through Procurement? yes ☐ no ☒ 2. If no, provide brief explanation: This is an IGA to provide funding to the county.
Contact Person	Cheryl Bledsoe, cbledsoe@clackamas.us, 971-284-3091
Contract No.	n/a

BACKGROUND:

Clackamas 911 and three other 911 centers (LOCOM, Columbia 911 and WCCCA) participation in the Metro Area Joint CAD System (MAJCS) which is a four-center partnership to regionalize

Computer Aided Dispatch for these 911 centers. This is a unique and innovative way to share resources, thus reducing the overall software application price for all four 911 centers. This partnership has been in place since 2014, when the planning began to acquire a new CAD system.

In March 2018, the MAJCS CAD system went live and into daily operation for the four 911 center involved. As part of the technical redundancy, this system has two "brains" which are split between Clackamas County and Washington County Consolidated Communication Agency (WCCCA).

While the architecture had previously been managed between WCCCA and CCOM internally, the technical resources inside of both WCCCA & CCOM were not sufficient to manage the hardware expectations for this new system.

As a result, Clackamas Technology Services offered to assist MAJCS with these responsibilities. Clackamas Tech Services has been providing on-going technical support for the hardware involved in the CAD system, which include servers, firewalls and switches, while CCOM and WCCCA provide management for the CAD software application.

It was determined that the on-going support for this system is equivalent to a .50 FTE position inside Clackamas Technology Services and the MAJCS partners agreed to fund this position to support this hardware. Clackamas Tech Services will not be hiring a new employee to support this work, but rather will be billing MAJCS for actual hours on behalf of existing employees who currently support this project.

This agreement codifies the level of support that MAJCS is requesting from Clackamas Technology Services and will allow Clackamas TS to begin billing the 4 partner budgets for reimbursement for work on the MAJCS CAD system. CCOM's portion is 29.79% which equates to $22,342 annually.

CCOM will pay our portion through our departmental budget which is funded through a combination of the 911 tax and public safety user agencies. These fund are already set aside in our CCOM budget for FY21-22 and will be included in budgeting for future years.

RECOMMENDATION: Staff recommends approval of this IGA, and authorizes the Chair to sign on behalf of the County.

Respectfully submitted,

Cheryl Bledsoe
Director
Clackamas County 911 (CCOM)

INTERGOVERNMENTAL AGREEMENT

between
METROPOLITAN AREA JOINT CAD SYSTEM (MAJCS)
and
CLACKAMAS COUNTY
for
CAD DATACENTER TECHNICAL SUPPORT

VERSION 6.0   08/03/2021

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Executive Summary:

This Intergovernmental Agreement between the Metropolitan Area Joint CAD System (MAJCS) and the Clackamas County, a political subdivision of the State of Oregon, on behalf of its Department of Technology Service (CCTS) establishes a relationship by which CCTS provides technical support for the Joint CAD System including the specified services, responsibilities, support, maintenance, policies, procedures and limitations to that support.

In order to enhance efficiency, inter-operability, reliability and overall communications, the MAJCS CAD System is co-located at several locations in a primary / secondary standby configuration. This requires coordination between the sites in the technical support of the infrastructure and CAD Application. Under this agreement, CCTS will be the primary technical support agency and will coordinate with the MAJCS CAD Management Team (CMT) and other agencies, as required, to maintain the MAJCS CAD Application operations and availability.

The technical support services required to maintain the MAJCS CAD Application and related interfaces are identified within this IGA as an integration of services and equipment dedicated to the CAD Application support and here within identified as the CAD Datacenter. CCTS will provide, coordinate and overall manage all the identified services to maintain the CAD Datacenter to the specifications required by the CMT. This support is extensive and includes, but not limited to, networking, servers, virtual systems, security, equipment specifications, monitoring, call center support, upgrades, fiber connectivity and operational support.

For purposes of efficiency, standardization, liability, security and technical reliability, this IGA and established technical support is limited to:

- Only the equipment, processes and services in support of the CAD Datacenter which maintains the MAJCS CAD Application as identified within this IGA.
- The equipment, process and services identified / supported by this IGA are only for the support of the CAD Datacenters and not other applications or services without approval of CCTS and the CAD Management Team.
- Any other related services, interfaces, systems or processes not identified as part of this IGA are NOT supported by but may be covered by other agreements. Any interaction with these systems with the MAJCS CAD Datacenter must still be reviewed by CMT and CCTS to ensure there is no adverse impacts or effects. This includes CAD-CAD applications and communication.

Any changes in this IGA, the services identified within, the scope of support or any other basic components of this IGA can be made via amendment to this IGA with approval of the MAJCS CAD Management Team and Clackamas County.

Agreement:

1. Recitals
    A. WHEREAS, Clackamas County is a member of the Portland Dispatch Center Consortium (PDCC) which is a regional partnership that includes seven (7) 911 centers throughout Portland and SW Washington, ambulance providers and the Port of Portland.

    B. WHEREAS, Clackamas County is also a member of the Metropolitan Area Joint CAD System (MAJCS) which was formed to foster collaborative efforts to jointly acquire, operate and manage a regional CAD system between Columbia, Washington and Clackamas Counties (which also includes LOCOM in Lake Oswego) as a joint operation.

    C. WHEREAS, the members of MAJCS have determined in order to best serve their jurisdictions they need to collaborate and share resources of a jointly operated, maintained and managed CAD System and its related interfaces.

    D. WHEREAS, the Joint CAD system became fully operational in 2018 and requires a comprehensive, secure, fully supported and staffed technical support solution to maintain the various technical requirements of the CAD Application and its related interfaces.

    E. WHEREAS, the Clackamas County Department of Technology Services Department (CCTS) has the technical knowledge, training, staff, services and resources to support and maintain the CAD Datacenter.

2. Purpose
THEREFORE, it is mutually agreed that the members of MAJCS and CCTS enter into this Intergovernmental Agreement which designates CCTS as the primary technical support organization for the joint CAD Datacenter. CCTS will provide support of the MAJCS CAD Application, as detailed below.

3. Definitions
The following is a definition of terms used herein:

BUG	Broadband Users Group (Washington County)
C911	Columbia County 911
CAD Admins	Staff, identified by MAJCS, within the PSAPs who are responsible for managing Software application and coordination with the vendor and CCTS.
CAD Datacenter	The overall technical infrastructure required to support and maintain the Joint CAD Application and required systems. Supported services defined within this IGA.
CAD System	Computer Aided Dispatch System. This is the CAD system described in the Purchase & Support Agreement with TriTech signed by MAJCS on 12/18/2015.
CBX	Clackamas Broadband eXchange. Providers of fiber connectivity.
CCFAC	Clackamas County Facilities
CCOM	Clackamas County Department of Communications
CCTS	Clackamas County Department of Technology Services
CJIS	Criminal Justice Information Services
CMT	CAD Management Team as the body responsible for managing MAJCS
COOP	Continuation of Operations Planning. Establishes the required processes to maintain operations even during various levels of outage or disruption. Recovery planning.
CS	Central Square. Parent vendor of TriTech Inform product line.
IGA	Intra-Governmental Agreement. Defines roles, responsibilities and the overall operating parameters of the support agreement.
LOCOM	Lake Oswego Communications
MAJCS	Metropolitan Area Joint CAD System. Partnering agencies include Lake Oswego Communications (LOCOM), Clackamas County Department of Communications (CCOM), Washington County Consolidated Communications Agency (WCCCA) Columbia County 911 Communications District (C911)

MAJCS HELP	CCTS provided web based service request call ticket system.
POC	Point of Contact. Assigned personnel responsible for a given task or service.
PDCC	Portland Dispatch Center Consortium
PSAP	Public Safety Answering Points
SLA	Service Level Agreement
VENDOR	Refers to MAJCS CAD Vendor, TriTech Software Systems.
VM	Virtual Machine. Refers to a server installation utilizing VMWare to create a "virtual" Operating system instance on a physical server.
WCCCA	Washington County Consolidated Communications Agency

4. Roles & Responsibilities

The primary roles of the participants to this IGA include, but are not limited to:

- **MAJCS**
  The primary owner of all CAD Datacenter equipment, licensing and services. Inter-agency consortium representing all the partner agencies in the utilization and management of the CAD Application and determining the required support services.
- **CMT**
  Overall Management of the CAD Datacenter / Application representing the MAJCS consortium. Responsible for oversight of the CAD Datacenter services, coordinates requirements with CCTS on the technical support of the CAD Datacenters.
- **CCTS**
  Primary technical support for the CAD Datacenter as specified in this IGA to include design, installation, configuration and maintenance of most of the technical services and support. Coordinates with CMT on the technical requirements.
- **CAD Admins**
  Primary contacts and coordinators of the CAD Application within the Partner Agencies / PSAPs. Coordinate with CCTS on the maintenance of technical systems in support of the CAD Datacenter. Primary user contact for the CAD Application and liaison with CCTS.
- **Partner Agencies**
  Emergency responder agencies & cities who are served by the PSAPs within the MAJCS footprint and users of the MAJCS CAD Application. In general, support is not extended to Partner Agencies unless explicitly identified in this IGA (i.e. fiber connectivity, network configuration etc.). Partner Agencies coordinate with CAD Admins and CMT on the utilization of the CAD Application and associated requirements.

5. Downtime Expectations

Given that it is recognized that 9-1-1 is a critical public safety service which requires 24*7*365 support; AND that the CAD System serves as the primary management / functional application of both 9-1-1 services and many related public safety applications for Police, Fire and EMS services in all MAJCS jurisdictions; AND as provider of emergency communications there is minimal tolerance for service interruptions / downtime among the PSAPs; AND planned disruptions must be scheduled to utilize scenarios with minimal impact to services; it is therefore agreed that:

- CCTS will develop a reoccurring schedule to be utilized for planned work, upgrades, maintenance, etc. in coordination with CMT such that the potential downtime is during a period of minimal impact to CAD Datacenter services. If possible, CCTS will follow the established PSAP maintenance schedule.
  Actual plans for scheduled work will be published at least 1 week prior to scheduled outage.
- Any unplanned "emergency" or urgent work that may impact services will be scheduled in coordination with CAD Admins during minimal impact times.
- Within the design recommendations of CCTS and the resources of MAJCS, the CAD Datacenter architecture will utilize COOP best practices whenever possible (i.e. redundant VM services, dual fiber paths etc.) to maintain services during unplanned disruptions or potentially during maintenance activities.
- A secure master contact list of all critical staff, including technical support from CCTS, CAD Admins, CMT members, after hour call centers, vendor contacts and any other potentially important resources, will be maintained and provided to all key support staff for purposes of communications in an event of a service emergency.

Scope of Services:

IGA – MAJCS / CCTS Technical Support   V 6.0

The following list of services define the scope of support, responsibilities and overall operational parameters for the CCTS support of the MAJCS CAD Application and required related interfaces.

Service	CAD Datacenter Support
Summary Overall technical support of the required systems to maintain and support the MAJCS CAD Application System.	
Specifics - General	- Includes all associated operational, physical, technical, licensing, communications, operating system, security, storage, monitoring, patching, project management etc., and other related services required for the support of the MAJCS CAD Application system by CCTS as defined in this IGA. This excludes other related systems and interfaces that are not part of the CAD Application. These systems are supported by other PSAP agencies, vendor partners or potentially CCTS under a different IGA.
- COOP	- As allowed and available within the resources of CMT & CCTS, the physical and operational configuration of the CAD Datacenters will be designed and maintained to provide a fail over capacity for the MAJCS CAD Application and its related interfaces. This is to include redundant physical datacenter locations, communications and systems. All systems, sub-systems, equipment, communications and application support (within approved resources) will be designed with the maximum use of fault tolerant design and equipment, minimal service disruption and overall disaster avoidance / recovery within the capability of the systems, CAD application and resources & budget of the MAJCS CMT.
- Change Control	- Any changes, additions or alterations etc. in any of the configurations, designs, agreements, processes, procedures, systems, security or any other service covered by this IGA must be evaluated and approved by CCTS & CMT to determine the impact to the CAD Datacenter operations, support services or this IGA.
- Locations	- There are two datacenters which support the MAJCS CAD application, one located at CCOM and one located at WCCCA. CCTS will coordinate with both CCOM & WCCCA regarding needs to maintenance and support to ensure both stacks are set up similarly to ensure redundancy. Coordinated and reviewed updates are critical to maintain operability and support between the datacenters.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS will operate as the primary technical oversight and provider for CAD Datacenter support and direction as defined by this IGA. - CMT will operate as the overall project management, owner, customer and oversight for MAJCS and the Joint CAD Application system.
Exemptions	- Datacenter support is limited to those systems and services required to support and maintain the CAD Datacenter as specified in this IGA. Any changes must be approved by CCTS and CMT via amendment to this IGA. - CAD to CAD services, systems, communications and applications are not including in this IGA but may be covered in other IGAs. - Other agencies' or vendors' support may be required under direction of CMT and CCTS.
Rates	See **Appendix G: Rates**
Notes	** See **Appendix B: MAJCS CAD Datacenter Overall Design** for design and configuration.
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	Overall Design
Summary	
Overall technical design philosophy, status and goal to create the optimum technical service and support model.	
Specifics - General - Current - Goal - Getting There	*** See Appendix B: MAJCS CAD DATACENTER OVERALL DESIGN - The overall design of the CAD Datacenter, integration, failover, security, service levels, systems & network architecture and application support is based on a goal to develop a highly efficient, secure, resilient, flexible and reliable model that doesn't fully rely on CCTS for all support. Rather the support is orchestrated by CCTS as the primary technical service partner while leveraging the resources of the other PSAP partners to keep costs down, support maximized and as much control in the PSAP as possible for day-to-day operations. This also allows for clear lines of delineation / roles between CCTS and other support entities in the integration of technical services, security and non-CAD application support. - As shown in the design diagram in Appendix B – Current Design, the current Datacenter architecture is functional and maintains basic service levels. - In order to provide continuous improvements in the CAD Datacenter design and maximize the support capabilities of CCTS and other PSAP agencies, a design goal as shown in the Appendix B – Goal diagram is the driver for future design planning and work by CCTS. This will result in a more secure, supportable, sustainable and efficient long term service model. The roles & responsibilities of the various support agencies and vendors is more defined and effective. - CCTS will coordinate with CMT on the phased changes and upgrades to the CAD Datacenter design that will move the overall model to the Datacenter Goal. CCTS will work with CMT and PSAPs on the adjustments in the design that will create system changes, new procurement, changes in roles and responsibilities and the tuning of the model as required to ensure maximum support.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS will operate as the primary technical oversight and provider for CAD Datacenter support and direction as defined by this IGA. - CMT will operate as the overall project management, owner, customer and oversight for MAJCS and the Joint CAD Application system. - PSAPs will assume responsibility for local support with coordination through the CAD Admins as required to maximize resources and support as outlined in Appendix B.
Exemptions	- Datacenter support is limited to those systems / services required to support and maintain the CAD Datacenter as specified in this IGA. Any changes must be approved by CCTS and CMT via amendment to this IGA.
Rates	
Notes	** See **Appendix B: MAJCS CAD Datacenter Overall Design**
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	CAD Application Support
Summary Limited technical support of the CAD application system in order to maintain required service levels and operation as required by MAJCS CMT. Does NOT include actual application support – covered by the CAD Admins.	
Specifics - Support	- Overall support of the CAD application is the responsibility of the vendor and CAD Admins with coordination CCTS and CMT.
- CAD Application	- The CAD Application is the actual CAD System provided and maintained by the CAD Application Vendor/s and supported by the CAD Datacenter. Primary support is maintained by the CAD Administrators, CCTS will assist as required to ensure the CAD Admins have the resources they require for support.
- Related Interfaces	- Related Interfaces refers to those interfaces, subsystems, processes, utilities etc. required by the CAD Application to perform its required services and are an integral part of the overall CAD Datacenter. This includes core interfaces such as the mobile interface, application & database layers etc. All additions to this list of interfaces has to be approved by CMT and CCTS and be listed in **Appendix D**.
- Installation	- CAD Admins are responsible for coordinating all application configuration and installation requests with the CAD Vendor and CCTS. CCTS is responsible for the required technical configuration of the infrastructure for the application, technical support as required and for secure access to the servers for installation.
- Upgrades / Patches	- CAD Application and patches will be performed and maintained by the CAD Vendor in coordination with CAD Admins and CCTS. Downtime will be scheduled such to be a minimal impact to user utilization. All upgrades and patches will be pre-scheduled and approved by the CMT and coordinated with CCTS.
- Vendor Coordination	- CAD Admins, in coordination with CCTS and other agencies as required, will coordinate with the CAD vendor on all support, maintenance, performance and issues. CAD Admins are responsible to provide user contacts for assistance in the application support. CMT is responsible as the primary contact and management oversight for the CAD Vendor and associated licensing / maintenance contracts. CCTS will assist as required.
- COOP	- The CAD Application is to be designed, implemented, and maintained in coordination with the CMT to maximize the COOP coverage as determined by the resources available and capabilities of the supported applications. This process includes periodic review, and if possible, enhancement of the COOP design.
- Authentication	- CCTS is responsible for managing the Active Directory system and associated security components. User access / accounts to required CAD Datacenter systems / account creation in Active Directory and the CAD Application will be managed by CAD Admins.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- The CAD Application SQL Databases are supported by the CAD Application Vendor and the CAD Admins.
Exemptions	- CAD application is maintained by the vendor, coordinated by CAD Admins. - CAD to CAD services and applications are not included in this IGA - The CAD Application SQL Databases are not included in this IGA - For other approved related interfaces see **Appendix D : Interfaces**
Rates	**See Appendix G: Rates**
Notes	

Contacts
    Technical Support
    CAD Admins / Vendor
	Appendix A. Standard Contacts List

Service	Networking
Summary Technical support of the networking infrastructure and communications required for the CAD Datacenter.	
Specifics - Design - Equipment - Installation - Configuration - Maintenance - Wiring - Security - COOP	CCTS is responsible for: - Design & specifications of the network / communication **architecture** including inter-location, wide area and local area networking connections to ensure security, integration, standardization, performance and inter-compatibility. - To maintain standards, compatibility and support; CCTS will be responsible for setting vendor / equipment specifications and standards. This includes all networking related equipment such as routers, switches, firewalls etc. - CCTS will be responsible for coordinating, and if required, the physical installation of all supported networking equipment regardless of location. Will require coordination with, and potential technical assistance, from other agencies and equipment vendors. - CCTS is responsible for maintaining the required configuration of supported networking equipment including patching and upgrades. - CCTS is responsible for maintaining required patches, upgrades and changes as required will coordinate updates with CMT, CAD Admins and vendors. - CCTS will manage equipment wiring and cable patching, CCTS will coordinate with other agencies for technical support / assistance in cabling as required in non-CCTS facilities. Security cleared contractors may be utilized. - CCTS will be responsible for designing, configuring and maintaining the networking communications security for the CAD Datacenter. CCTS will coordinate with agency technical support in the maintenance of network security as required. - Design of network & data communications will utilize the capabilities of the CAD Datacenter including redundant communication pathways between physical CAD Datacenter locations.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS maintains administrative access for all CAD Datacenter networking equipment and configurations. - Other agency or vendor access is based on approval by CCTS. CCTS may delegate levels of access and tasks as required to support the CAD Datacenter.
Exemptions	- CAD related networking equipment, connectivity, licensing and overall support is to be independent of other PSAP and partner agencies' network(s) and related systems. - Equipment, connectivity and licensing for workstations or other connected devices not directly to the CAD Datacenter are not supported (this includes but not limited to printers, workstations, etc.) Support to be provided by CAD Admins and / or the local agencies technical support staff. - Any exceptions must be approved by CCTS and CMT. - Network and communications support does not include CAD-CAD systems.
Rates	- See **Appendix G: Rates**
Notes	** See **Appendix B: MAJCS CAD Datacenter Overall Design**
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	Physical Compute and Storage
Summary	
Configuration and support of the physical compute and storage infrastructure for the CAD Datacenters.	
Specifics	
- Scope	CCTS is responsible for: - Support of all physical equipment, including but not limited to, servers, primary storage, backup storage, etc. as required to support the CAD Datacenters.
- Design	- Design of the architecture including physical hardware, communication protocols, operating systems, performance specifications, storage requirements, inter-connectivity, etc. CCTS will coordinate with required vendors on application specifications and CMT on overall design and resource requirements.
- Equipment	- In order to maintain inter-operability, standards, compatibility and support; CCTS will be responsible for setting vendor and equipment specifications and standards.
- Installation / Configuration	- CCTS will be responsible for coordinating, and if required the physical installation, all required equipment regardless of location. Will require coordination with, and potential technical support, from other PSAP / agencies and equipment vendors. - CCTS is responsible for maintaining the required configuration of compute and storage equipment and operating systems including patching and upgrades.
- Maintenance	- CCTS is responsible for maintaining all required patches, upgrades and changes as required. Will coordinate updates with CAD Admins, CMT and vendors. CCTS will coordinate with the CAD Admins on triage of any issues, performance problems or service disruptions.
- Wiring	- CCTS will manage equipment wiring and cable patching, CCTS will coordinate with other agencies for technical support / assistance in cabling as required in non-CCTS facilities. Security cleared contractors may be utilized.
- Security	- CCTS will be responsible for designing, configuring and maintaining the infrastructure security for the CAD Datacenters. CCTS will coordinate with PSAP / agency technical support in the maintenance of security as required.
- COOP	- The design of the infrastructure will support the COOP designs of the CAD Datacenter including redundancy when the capabilities / resources are available.
- Backup / Recovery	- See Service: Backups / Recovery / COOP for more details - See **Appendix C: MAJCS Backup Design** for more details
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS maintains administrative rights for all CAD Datacenter equipment and configurations. - CAD Admins will have access as required to perform work to support the CAD Application as approved by CMT and CCTS. - CCTS may delegate local technical support tasks (such as component replacement or server reboot) as agreed by CCTS and local agency.
Exemptions	- Server equipment, connectivity, licensing and overall support is to be independent of other PSAP / agencies' systems. - Support does not include CAD-CAD equipment. - Any exceptions must be approved by CCTS and CMT.
Rates	- See **Appendix G: Rates**
Notes	- See **Appendix B: MACJS CAD Datacenter Overall Design**
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	Virtual Server Administration

Summary	
Full technical support for the Virtual Server Systems, and related support utilities, to maintain the MAJCS CAD Application and operations.	

Specifics	CCTS is responsible for:
- Design	- Design of the virtual server architecture including performance specifications, production / test environments, application support, etc.
- Equipment / Licensing	- In order to maintain inter-operability, standards, compatibility and support; CCTS will be responsible for setting vendor / equipment / licensing specifications and standards.
- Installation	- CCTS will be responsible for coordinating of all virtual server systems installations / provisioning regardless of location. Will require coordination with and potential technical support from, other agencies and vendors.
- Configuration	- CCTS is responsible for designing and maintaining the required configuration of virtual server systems to support the Joint CAD Application System. Configuration is coordinate with the CAD Vendor to meet vendor specifications.
- Maintenance	- CCTS is responsible for maintaining all required patches, upgrades and changes as required, will coordinate updates with CMT and vendors. CCTS will coordinate triage of any issues, performance problems or service disruptions to the virtual server environment and services.
- Security	- CCTS will be responsible for designing, configuring and maintaining the Virtual server security for the CAD Datacenter and CAD Application. CCTS will coordinate with agency technical support in the maintenance of security as required. To include the creation and maintenance of Guest Environments.
- COOP	- The design of the virtual server infrastructure will support the COOP designs of the CAD Datacenter including redundant application servers, redundant equipment connectivity and equipment designed with redundant components. This includes leveraging virtual server capability in virtual / physical server failover within the capabilities and resources of the virtual server infrastructure.

Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS will maintain administrative control for the virtual servers, hypervisor hosts and guest operating system management. - MAJCS and related parties (agencies, vendors, and contractors) will be able to administer virtual server guests as approved by CCTS and CMT.
Exemptions	- Virtual Systems, licensing and overall support is to be independent of other agencies' systems except as required to maintain operations. Any exceptions must be approved by CCTS and CMT. - The CAD Application SQL Databases are not included in this IGA
Rates	- See **Appendix G: Rates**
Notes	** See **Appendix B: MAJCS CAD Datacenter Overall Design** for design and architecture
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	COOP / Backup & Recovery

Summary

Coordination, support and implementation of COOP related services including Backup / Recovery within the capabilities and resources of the CAD Datacenters, CAD Application specifications and CMT resources.

Specifics	CCTS is responsible for:
- Scope	- Designing, configuring, implementing and maintaining a resilient, fault tolerant design for the CAD Datacenters that maximizes the COOP capabilities of the Datacenter. Overall design and level of Disaster Avoidance / Recovery is dependent on the available resource of MAJCS and direction from CMT. Backups are part of this overall COOP design.
- Backup / Recovery	- CCTS will schedule, configure and maintain the backups of the CAD Datacenter systems based on a schedule developed with CMT. This includes the physical infrastructure such as compute, storage, network etc. - This will be scheduled such that it does not interfere with CAD Operations. If a recovery is required, the process will be planned and coordinated with the CMT and CAD Admins.
- COOP Design	- The CAD Datacenters will utilize industry standard best practices for COOP to the maximum extent supported by the design, application capability and resources. - CCTS will assist CMT in the design of an overall COOP strategy that can meet the goals of the CMT for availability within the resource and technical capabilities of the CAD Application and Datacenter architecture. - The individual PSAP and partner agency locations are not part of this IGA.
- Connectivity	- The CCOM, WCCCA and LOCOM facilities will be connected by redundant fiber managed by CBX as outlined in the CBX SLA. There may be some non-CBX fiber utilized to complete the independent, redundant COOP pathways.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS will provide COOP and backup services for the CAD Datacenter as outlined in this IGA within resources and in coordination with CMT. - CAD Admins are responsible for the backups and recovery of the CAD SQL Databases.
Exemptions	- Backups, recovery and overall support is to be independent of other PSAP / agencies' systems. - Any exceptions must be approved by CCTS and CMT.
Rates	See **Appendix G: Rates**
Notes	See **Appendix C: MAJCS Backup Design** for more details
Contacts Technical Support	**Appendix A. Standard Contacts List**

Service	Monitoring / Alerts
Summary	Full technical support, monitoring and maintenance of the required monitoring / alerting systems for the CAD Datacenter, equipment, communications and other required parameters.
Specifics	CCTS is responsible for:
- Monitoring	- Installation, maintenance and monitoring of various levels, types, brands and styles of monitoring and alerting utilities (both physical and software) of required CAD Datacenter critical service points to ensure CAD Datacenter operations are performing to required levels and to alert support staff of any loss in services.
- Equipment	- Monitoring includes operational status of all equipment in the support of the CAD Datacenter including servers, network, storage etc. and operating / virtual systems.
- Application	- Monitoring and any associated alerts related to the CAD Application are to be performed by the CAD Admins and CAD vendor. The vendor is responsible for the call out on the alerts as well as any required response. CCTS may also monitor for application alerts as a redundant service if agreed by both CMT and CCTS.
- Communications	- Monitoring and alerting includes the status of the fiber network provided by CBX, as defined in the CBX SLA – See Appendix H.
- Environmental	- CCTS will utilize available component and facility level environmental monitoring and alerts of each physical operations center for such services as power, temperature and humidity. Any additional monitoring is the responsibility of the operations center support staff.
- Alerting	- All alerts, both automated and manual, will be processed based on the approved protocol for the type of alert. This includes to the appropriate recipient team and the type of communication (email, text, phone etc.). These protocols are to be established by agreement of CMT and CCTS to ensure required coverage of essential CAD Datacenter. See Appendix E.
- Response	- Response to any alert is based on the protocols set for the alert type and service. CCTS will respond to the alert based on the approved protocols and report the status / resolution of the alert to the appropriate recipient team.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7 **** Priority Alerts are sent, monitored and responded to 24*7*365 ****
Roles & Responsibilities	- CCTS will maintain and respond to the monitoring / alert systems as specified in the agreed protocols determined by the service being monitored. - MAJCS is responsible for any costs related to the monitoring / alerting / response for the services being monitored (i.e. monitoring equipment, phone lines, staff time, service centers etc.) - The support of facility based monitoring equipment or processes is the responsibility of the Facilities Department that manages the facility.
Exemptions	Monitoring is limited to the CAD Datacenter and required services as identified in this IGA and not other agency / vendor monitoring / alerts that are in addition to those maintained by CCTS.
Rates	See Appendix G: Rates
Notes	
Contacts Technical Support	Appendix A. Standard Contacts List
Alert Protocols / List	Appendix E. Alert List and Protocols

Service	Procurement / Licensing
Summary Manage the procurement, maintenance agreements and licensing of the equipment and software packages covered by this IGA in support of the CAD Datacenter.	
Specifics - Specifications - Procurement - Approval - Accounts Payable - Ownership - Decommission	CCTS is responsible for: - Research for and the development of specifications for the required equipment and software systems (such as VMWare for Virtual Servers) to meet the support requirements of the CAD Datacenter. Specifications will be developed in coordination with the CAD Vendor to ensure proper design and support. - CCTS will prepare all required procurement specifications to be utilized for bids, PO, Invoices, Contracts, and Maintenance Agreements etc. on behalf of MAJCS for required equipment / software / maintenance / professional services. - If an RFP is required, CCTS will coordinate with CMT and participate in the RFP process as the technical review. - CCTS will utilize WCCCA to process all required paperwork and contracts as well executing all RFP / Bids. All return merchandise authorizations (RMA) will be processed by CCTS as required. - CCTS will verify final specifications prior to contract / PO signing to ensure accuracy. CMT will be responsible for the approval of all procurement, contracts and payments in coordination with WCCCA on behalf of the CAD Datacenter. - CMT (or designate) will process invoices / accounts payables for CAD Datacenter purchases utilizing WCCCA unless otherwise directed by CMT. - Unless otherwise directed by CMT, all equipment / software / licensing procured by CMT is the property of MAJCS. Any equipment procured by CCTS / CCOM for utilization by CCOM that is not covered by MAJCS will remain property of Clackamas County / CCOM. - Unless otherwise directed by CMT, all supported equipment that is non-functional or deemed no longer appropriate for use by the CAD Datacenters will be processed for decommissioning by CCTS. This includes full wiping of all data from any storage device, removal of all software and licensing, and surplus processing of equipment per policy of CMT or CCTS if designated.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM
Roles & Responsibilities	- CCTS will provide WCCCA procurement specifications and provide technical approval of the procurement requests / invoices / related documents. - WCCCA will process required procurement according to appropriate regulations and requirements with payment processed by WCCCA. - CMT to provide final purchasing, contract and payment authority to WCCCA.
Exemptions	- Does NOT include licensing or maintenance contracts related to the CAD Application – this is managed directly by CMT. - For purposes of cost savings and efficiency, other agencies may procure additional equipment / licensing off a MAJCS purchase / contract if approved by CMT and the additional materials are not supported under this IGA nor part of the CAD Datacenter (i.e. additional VM licenses or monitoring equipment etc). - Does not include procurement related to CAD-CAD operations or equipment.
Rates	See **Appendix G: Rates**
Notes	
Contacts Technical Support	Appendix A. Standard Contacts List

Service	Fiber Connectivity
Summary	
Technical and physical support of the fiber connectivity between the CAD Datacenters and MAJCS operation centers.	
Specifics	
- Design / Construction	- CBX will be responsible for the design and construction (if required) of all fiber connectivity between the MAJCS physical locations which comprise the CAD Datacenter, MAJCS operation centers and other locations as identified and authorized by the CMT. This includes design, construction, splicing, building connections, pole management, underground conduits etc. Fiber resources other than CBX may be required to fill any gaps in the fiber route.
- Support	- CBX is responsible for all support of the fiber infrastructure as defined in the CBX SLA. This includes pole relocations, fiber moves and repair to fiber due to breaks or fiber cuts. Timelines for repairs as identified in the CBX SLA. Fiber resources not managed by CBX will be coordinated with by CBX.
- Monitoring / Alerts	- CBX maintains a fiber break monitoring service for notification of fiber cuts. CBX will also notify key MAJCS & CCTS staff in the case of an identified outage and progress on repair. Notifications are as identified in the CBX SLA.
- COOP	- CBX will coordinate with CMT and CCTS on the design, construction and maintenance of a redundant fiber architecture that allows for multiple fiber pathways between the 2 critical Datacenters (CCOM & WCCCA) as well as LOCOM.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	**Appendix H: CBX Service Level Agreement**
Exemptions	CBX is only responsible for the fiber that is owned and managed by CBX. Other fiber resources (such as the BUG or ODOT) are connected via CBX specification but are not managed / repaired / maintained by CBX. Fiber resources and connections managed by CBX are identified in the CBX SLA.
Rates	**Appendix H: CBX Service Level Agreement**
Notes - Route	See **Appendix I: CBX Route**

Contacts
   Technical Support
 	
   CBX Support
	Appendix A: Standard Contacts List

Service	Security
Summary Support for the technical security of the CAD Datacenter and the required systems / operations.	
Specifics - Perimeter Design - Services - Alerts - Physical - Configuration / Application - Audits - Staff - Enforcement	CCTS is responsible for: - The overall design, configuration and maintenance of MAJCS perimeter security including systems, networking, connections between the physical locations comprising the CAD Datacenter and member agencies. Permissions will be designed on a least-privileged model. Security will be based on best practices, required governance (such as CJIS) and requirements of the CMT. - All required CAD Datacenter technical security services will be covered to include, but not limited to: Firewall, VPN, Port Security, link Encryption, Active Directory, server, etc. - Any alerts from a security trigger will be monitored and responded to based on established protocols for the particular security issue. See Appendix E. - Physical security of the operations centers is the responsibility of the member agencies to include operations access, CCTV, etc. CCTS is responsible for the physical security of any of the Clackamas County / CCOM centers, operations and vaults. All relevant facilities will adhere to CJIS guidelines. - CAD Datacenter Systems level configuration of security is the responsibility of CCTS with assistance from the technical staff of the other partner agencies as required. User level access to the application / agency Active Directory or other application level services is the responsibility of the CAD Admins with recommendations from CCTS to maximize security considerations. - CCTS will assist in any security audits of the CAD Datacenter, policies, the application or operation centers as required. MAJCS CMT or designee will provide coordination and be the primary resource for any audits. - All CCTS staff that have direct access to any MAJCS systems, communications, facilities or applications will have passed and have a current CJIS background certification and be approved for access by CMT and CCTS. All involved CCTS and MAJCS staff will be required to maintain a CJIS level 4 security clearance. Non-CCTS staff access and clearance is the responsibility of CMT and / or member agencies. - CCTS will be responsible for security enforcement of the CAD Datacenter systems as specified in this IGA and with approval from the CMT. CCTS will make security recommendations for member agencies at the network, user, application and desktop levels but it will be the responsibility of MAJCS CMT to enforce and audit these security layers.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS is responsible for securing the network traffic within the CAD Datacenter at or behind the firewall. - PSAP / Agency locations will be responsible for network traffic security at their location and to the CAD Datacenter firewall.
Exemptions	- Non-CCTS supported desktop, user and network security is the responsibility of the host agency to include anti-malware, web filters, encryption, firewalls, Active Directory etc. - CAD-CAD security is not covered by this IGA.
Rates	See **Appendix G: Rates**
Notes	See **Appendix B: MACJS CAD Datacenter Overall Design**
Contacts Technical Support	**Appendix A: Standard Contacts List**

Service	Call Center / Service Requests / Support
Summary	
Call Center and after hour support for service requests / problems / emergencies not initiated by the monitoring / alert systems.	

Specifics	
- Workflow	- CCTS supports multiple methods for placing service requests depending on the type of request and priority. **Types:** Request - General service request, low priority, as available Issue - Needs attention, not immediate, medium priority Urgent - Production impact, needs attention, high priority Emergency - Production down, immediate attention, top priority **Workflow:** Business Hours / After Hours Request — MAJCS Help or Call Center — MAJCS Help Issue — MAJCS Help or Call Center — MAJCS Help – Next day Urgent — Call Center — Call Center – On Call Emergency — Call Center or Management — Call Center – On Call
- Call Center	- The CCTS Call Center is available during business hours for support calls handled by a CCTS technician who can answer the request, enter a MAJCS Help ticket or escalate the call. After hour support allows for leaving a message for next day service or call out to the on-call urgent / emergency service.
- MAJCS Help	- MAJCS Help is a CCTS provided online request tracking service available for most non-emergency issues that allows the user to track the request. This service should be used for non-urgent request.
- On Call	- For after hour emergencies, the on-call service will take the contact information and problem description and immediately start an email / phone call out process that contacts the afterhours support administrator/s. If for some reason direct contact is not made, the service will continue down a call-out list until someone is reached (including CCTS Management). After hours support will contact the requestor ASAP and coordinate the response with additional staff as needed.
- Alerts / Response	- Alert response or related communication in response to an Urgent / Emergency call will follow appropriate Alert Protocols as outlined in Appendix E.
- Escalation	- If CAD Admin / CMT has an issue or emergency and needs additional follow-up beyond the service call, CMT can contact the designated CCTS Management directly as identified in the Standards Contacts List
- Other Agency	- In the case where a service request requires additional support or communications with another agency, the designated agency call center may be contacted to assist in the triage / communication / resolution of an issue.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7 Includes On-Call for Systems / Network / CBX
Roles & Responsibilities	- CAD Admins provide the primary support and triage for PSAP staff or issues.
Exemptions	- Does not include service requests for support not covered by this IGA such as workstations, printers, non-CAD Applications etc.
Rates	- Requests that are covered under the services specified in this IGA and do not require additional resources are not charged additional fees. - Requests that require additional resources (equipment, licensing, staff time) beyond services covered in this IGA may be billed back to MAJCS with approval)
Notes	See **Appendix E: Alert List and Protocols**
Contacts Technical Support Other Agency Call Centers	Appendix **A: Standard Contacts List**

Service	Operations
Summary	
Support for the physical maintenance of the operations centers and facilities that contain any equipment in support of the CAD Datacenter and related networking communications.	
Specifics - Operations Centers - IDF / Network Closets - HVAC - Electrical - Security	CCTS is responsible for: - Any operations centers supported by Clackamas County such as CCOM. CCTS will coordinate with CCOM and CCFAC on the support of the CCOM Operation center to ensure it is capable to maintain the CAD Datacenter. - Other operations centers (such as WCCCA, LOCOM, C911) are responsible for any operations facilities they manage in support of CAD Datacenter systems or services. - CCTS is responsible for the maintenance of any required networking Intermediate Distribution Frame (IDF) / closets that support network communications for CAD Datacenter facilities that are supported by Clackamas County. Partner agencies are responsible for maintaining any required network IDF / closets they support. - Services that must be maintained by CCTS / Partner agencies include HVAC systems to manage temperature / humidity levels to appropriate levels. - Services that must be maintained by CCTS / Partner agencies include UPS and generator systems to manage electrical loads to include protection against power interruptions and maintaining electrical supply during outages for at least 8 hours. - Physical security must be maintained by CCTS / Partner agencies of all equipment locations to include access controls, security cameras, physical security, etc.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	- CCTS is responsible for ensuring all Clackamas County facilities meet the requirements of the IGA. CCTS will coordinate with facility management to include CC-FAC and CCOM. CC-FAC is responsible for the actual support of the HVAC, generator, electrical, UPS and physical security of the CCOM operations center. CCTS is responsible to monitor the services to help ensure they are maintained in order to provide a reliable operations center for the CAD Datacenter. - Partner agencies are responsible for their required facilities and operational support. CCTS will assist in the monitoring of the required operational support.
Exemptions	CCTS supported facilities may be used in combination with other Clackamas County operational functions and supported by the same services (CCTS & CCFAC) that maintain those facilities.
Rates	See **Appendix G: Rates**
Notes	

Contacts
  CCTS Support
 	
  Partner Agency Support
	Appendix A: Standard Contacts List

Service	Other
Summary Other services required or requested in the support of the CAD Datacenter.	
Specifics - Project Management	In coordination with CMT, CCTS will provide basic project management on projects or tasks required to support the CAD Datacenter and services defined in this IGA. This includes assigning project managers or coordinators and project team members as required. Staff from other agencies may be assigned as needed with the approval of the CMT and partnering agency.
- CCTS Training	CCTS will fund, provide and maintain all required technical training to maintain educational / knowledge levels to ensure technical proficiency for all services defined in this IGA. Staff from other agencies may be included as required for cross training and onsite support assistance. Any specialized training required by the CAD Application Vendor will be paid for by MAJCS.
- Other Training	Training requirements for staff outside of CCTS will be the responsibility of the agency managing the staff.
- Reporting	All required reporting, as identified by CCTS or CMT, to communicate the status of the CAD Datacenter will be provided as agreed by CCTS and CMT. Reporting may include: (additional as determined by CCTS and CMT) - Periodic status reports on the performance / issues of the Datacenter - Periodic upgrade / patch logs and results - Issue / problem reports as required - Annual plan for next Fiscal Year technical, budgetary and design recommendations - Results to alerts as specified in the Alert Protocol (see Appendix E)
- Billing	** See **Appendix G: Rates** For detailed breakout of billable rates, coverage and billing process.
- Annual Review	- On an annual basis, CCTS will provide CMT a review of the overall status of the CAD Datacenter, any gaps in technology that CCTS recommends to be corrected. This would include any requirements to make progress to the approved design goals. - A list of any equipment, licensing and maintenance that needs to be planned for the next calendar year is also to be provided. This is required for CMT to build an updated budget plan for the next year. - A summary of the estimated support hours utilized during the prior year and what is expected for the next year. This can be used to update the FTE billing rate for CCTS staff to keep it accurate and consistent with MAJCS measured utilization and provide CMT a budgetary estimate.
Coverage	- Normal Business Hours M-F 7:00 AM – 6:00 PM - After Hours On-Call 365 24 * 7
Roles & Responsibilities	CCTS will track all technical expenses, provide reporting, and coordinated billing with CMT as outlined in Appendix G: Rates.
Exemptions	
Rates	See **Appendix G: Rates**
Notes	
Contacts Technical Support	**Appendix A: Standard Contacts List**

Specifics:

The following topics identify additional components / requirements / parameters of this IGA.

1. **Standards / Policy / Procedures**
    If in the support of the CAD Datacenter, best practices, standards or policies are identified, CCTS will coordinate with CMT on the documentation of any standards / policy that applies to the CAD Datacenter, its support or the CAD Application.

2. **Staffing**
    -   CCTS will provide all required staffing levels to provide the required services / support as defined in this IGA to include recruitment, hiring, training, management and all required equipment / facilities to perform the required support of the CAD Datacenters.
    -   In an effort to have a single point of contact within CCTS, at least for initial requests, and to maximize the ability to dedicate specialized resources to support the MAJCS CAD Datacenter, CCTS will allocate a portion of a FTE of the Network / Systems administration team to be dedicated to MAJCS support. Other resources will be cross-trained as required to provide backup support. Other resources will also be available as the technical specifications of the support require. This should also allow for better tracking and forecasting of support costs.

3. **Locations**
    For a list of PSAP, CAD Datacenter and Administrative Office sites, See **Appendix F**

4. **Onsite / Remote Access**
    All locations and facilities that have MAJCS equipment that is supported by CCTS under this IGA must provide the following to CCTS:
    -   Any required key badges / keys / fobs for access to the facilities as required while maintaining security requirements and access control.
    -   Remote VPN capability 24*7*365 to the supported systems through any firewalls and / or other communication devices so CCTS staff can remotely manage equipment as required.
    -   If any of these requirements are not available or possible, the facility needs to coordinate with CCTS and CMT as to what access is available and the impact to support as outlined in this IGA.

Terms:

The following topics provide additional operating parameters for the performance of this Agreement.

1. **Renewals**

   This Agreement is intended to be perpetual until such time as MAJCS, CCTS or both determine to dissolve the agreement. Renewals are not required to maintain this Agreement. Any significant changes or alterations will be via written amendment to the Agreement.

2. **Termination**

   This Agreement may be terminated by any party, for any reason, upon providing the non-terminating parties 90-days' written notice. Upon termination, all equipment & licensing shall transfer to MAJCS ownership except for any resources procured independently under previous agreements. Once replacement support is in place, all access to MAJCS CAD Datacenter resources by CCTS will be terminated except for those resources that may still be maintained in support of CCOM by CCTS.

3. **Amendments / Alterations**

   This Agreement may be amended only by a written instrument signed by all parties to this agreement. This would include any significant changes to the scope of services or support, change in the participating parties, or if deemed necessary by MAJCS CMT or CCTS. Minor changes such as adjustments to the approved list of supported interfaces (Appendix D) that do not cause significant service adjustments, or annual updates in the rates, etc. may be made with the written approval of the MAJCS CMT and CCTS.

4. **Governing Law**

   This Agreement is enacted and governed under the laws of the State of Oregon.

5. **Rates**

   See **Appendix G : Rates**

6. **Dispute Resolution**

   In the event any party or parties to this Agreement disagree and/or dispute any application of a term or provision herein, or any term, service, obligation or responsibility as set forth in this Agreement, any such dispute or disagreement shall be addressed as provided herein:
   - The disputing party shall set forth the issue in dispute in a written statement that covers any part of the Agreement in dispute, basis for the dispute, impacted services / parties, and a proposed resolution.
   - A committee comprising the MAJCS CMT, CCTS Management, and any required subject experts on the issue under dispute, shall be formed to specifically review the statement and work together to attempt to negotiate a resolution to the dispute.
   - In the event the dispute is not resolved, the dispute shall be presented to a mediator mutually acceptable to the committee. The mediator shall work directly with the committee to negotiate a resolution acceptable to the committee.
   - In the event the dispute is not resolved at mediation, the matter shall be submitted to binding arbitration in accordance with the Uniform Arbitration Act (ORS 36.600 to 36.740). The parties agree to use the Arbitration Services of Portland, Inc. for all arbitrations required under this section of the Agreement. All participants in a dispute resolution process shall be responsible for their own costs and expenses, and share equally in the cost of the arbitrator.

7. **Indemnification / Liabilities**

   Each party shall hold harmless and indemnify the other parties for the negligent acts or omissions of the indemnifying party, and its commissioners, officers, employees, agents, vendors and assigns, in the performance under this Agreement, subject to limits of the Oregon Tort Claims Act, ORS 30.260 through 30.300, and the Oregon Constitution.

8. **Assignment**

    The rights and obligations of each party under this Agreement may not be assigned in whole or in part without the prior written consent of all the primary agency (MAJCS or CCTS). Provided, however, that a party may periodically use of professional services (such as the CAD Vendor, equipment vendors, specialized consulting services etc.) to assist in the support of the CAD Datacenter and / or CAD Application without obtaining prior written consent of the other parties.

9. **Severability**

    If any covenant or provision of this Agreement is adjudged void, such adjudication will not affect the validity, obligation, or performance of any other covenant of provision which in itself is valid if such remainder would then continue to conform with the terms and requirements of this Agreement.

10. **Notice**

    Normal communications between agents, staff, employees, or those otherwise involved in this agreement and the technical support of the MAJCS CAD Datacenter shall be via official agency email systems. For any official documentation (such as amendments, disputes, contracts etc.) communication shall be set forth in writing and sent by certified US mail to the Agency Administrative Office as identified in Appendix F: Locations.

11. **Consequential Damages**

    NOTWITHSTANDING ANY PROVISION OF THIS AGREMENT TO THE CONTRARY, IN NO EVENT SHALL ANY PARTY BE LIABLE TO THE OTHER PARTY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES, WHETHER FORSEEABLE OR NOT, ARISING OUT OF, OR INCONNECTION WITH, TRANSMISSION INTERRUPTIONS OR DEGREDATION, INCLUDING BUT NOT LIMITED TO DAMAGE OR LOSS OF PROFITS OR EQUIPMENT, LOSS OF PROFITS OR REVENUE, COST OF CAPITAL, COST OF REPLACEMENT SERVICES OR CLAIMS OF CUSTOMERS, WHETHER OCCASIONED BY ANY REPAIR OR MAINTENANCE PERFORMED BY OR FAILED TO BE PERFORMED BY A PARTY, OR ANY OTHER CAUSE WHATSOEVER, INCLUDING WITHOUT LIMITATION BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE OR STRICT LIABILITY.

12. **Compliance with Applicable Law.** All parties shall comply with all applicable local, state and federal ordinances, statutes, laws and regulations. All provisions of law required to be a part of this Agreement, whether listed or otherwise, are hereby integrated and adopted herein. Failure to comply with such obligations is a material breach of this Agreement.

13. **Independent Contractor.** Each of the parties hereto shall be deemed an independent contractor for purposes of this Agreement. No representative, agent, employee or contractor of one party shall be deemed to be a representative, agent, employee or contractor of the other party for any purpose, except to the extent specifically provided herein. Nothing herein is intended, nor shall it be construed, to create between the parties any relationship of principal and agent, partnership, joint venture or any similar relationship, and each party hereby specifically disclaims any such relationship.

14. **Counterparts.** This Agreement may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.

15. **Survival.** All provisions in Sections 4, 6, 7,9, 11, 15, 17, 18, 20, 21, and 22 shall survive the termination of this Agreement, together with all other rights and obligations herein which by their context are intended to survive.

16. **Necessary Acts.** Each party shall execute and deliver to the others all such further instruments and documents as may be reasonably necessary to carry out this Agreement.

17. **Successors in Interest.** The provisions of this Agreement shall be binding upon and shall inure to the benefit of the parties hereto, and their respective authorized successors and assigns.

18. **No Third-Party Beneficiary.** The undersigned parties are the only parties to this Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Agreement.

19. **Force Majeure.** No party hereto shall be deemed to be in default of any provision of this Agreement, for any failure in performance resulting from acts or events beyond the reasonable control of such party. For purposes of this Agreement, such acts shall include, but shall not be limited to, acts of nature, civil or military authority, civil disturbance, war, strikes, fires, power failure, other catastrophes or other force majeure events beyond the parties' reasonable control.

20. **Debt Limitations and Availability of Resources.** This Agreement is expressly subject to the debt limitation of Oregon counties set forth in Article XI, Section 10, of the Oregon Constitution, and Clackamas County's performance is contingent upon funds being appropriated therefore. Any provisions herein which would conflict with law are deemed inoperative to that extent. Clackamas County's obligations under this Agreement are expressly subject to the availability of resources, as determined by County in its sole administrative discretion.

21. **No Attorney Fees.** No attorney fees shall be paid for or awarded to either party in the course of any dispute or other recovery under this Agreement. It is the intent of the parties that each shall bear the costs of its own legal counsel.

22. Whole Contract

THIS CONTRACT CONSTITUTES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE CONTRACT BETWEEN THE PARTIES RELEVANT TO THE PURPOSE DESCRIBED HEREIN AND SUPERSEDES ALL PRIOR AGREEMENTS OF PROPOSALS, ORAL OR WRITTEN, AND ALL OTHER COMMUNICATION BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER OF THIS CONTRACT. NO WAIVER, CONSENT, MODIFICATION, OR CHANGE OF TERMS OF THIS CONTRACT WILL BE BINDING ON EITHER PARTY EXCEPT AS A WRITTEN ADDENDUM SIGNED BY AUTHORIZED AGENTS OF BOTH PARTIES.

Signatures

Clackamas County Board of Commissioners

Chair

Recording Secretary

Approved As to Form

Signature

Andrew Naylor

Printed Name

Assistant County Counsel   Mar 23, 2022

Title   Date

MAJCS – WCCCA

Mark Buchholz

Signature

Mark Buchholz

Printed Name

Executive Director   S ep 30, 2021

Title   Date

MAJCS -- CCOM

Cheryl Bledsoe

Signature

Cheryl Bledsoe

Printed Name

Director   S ep 16, 2021

Title   Date

MAJCS – LOCOM

Susan Scobert

Signature

Susan Scobert

Printed Name

Communications Manager   Sep 29, 2021

Title   Date

MAJCS – Columbia 911

Michael Fletcher

Signature

Michael Fletcher

Printed Name

Executive Director   Sep 29, 2021

Title   Date

MAJCS Network Design – Current

(October 2019)

Internet ISP A

WCCCA

County Firewall

Clackamas County

Internet ISP B

WCCCA

Core

CCOM

Core

10Gb fiber (x2)

10Gb Access

10Gb Access

Gb Access

Gb Access

Gb Access

Gb Access

C911 PSAP

WCCCA PSAP

Disk, Compute

MAJCS CAD Datacenter

Disk, Compute

CCOM PSAP

LOCOM PSAP
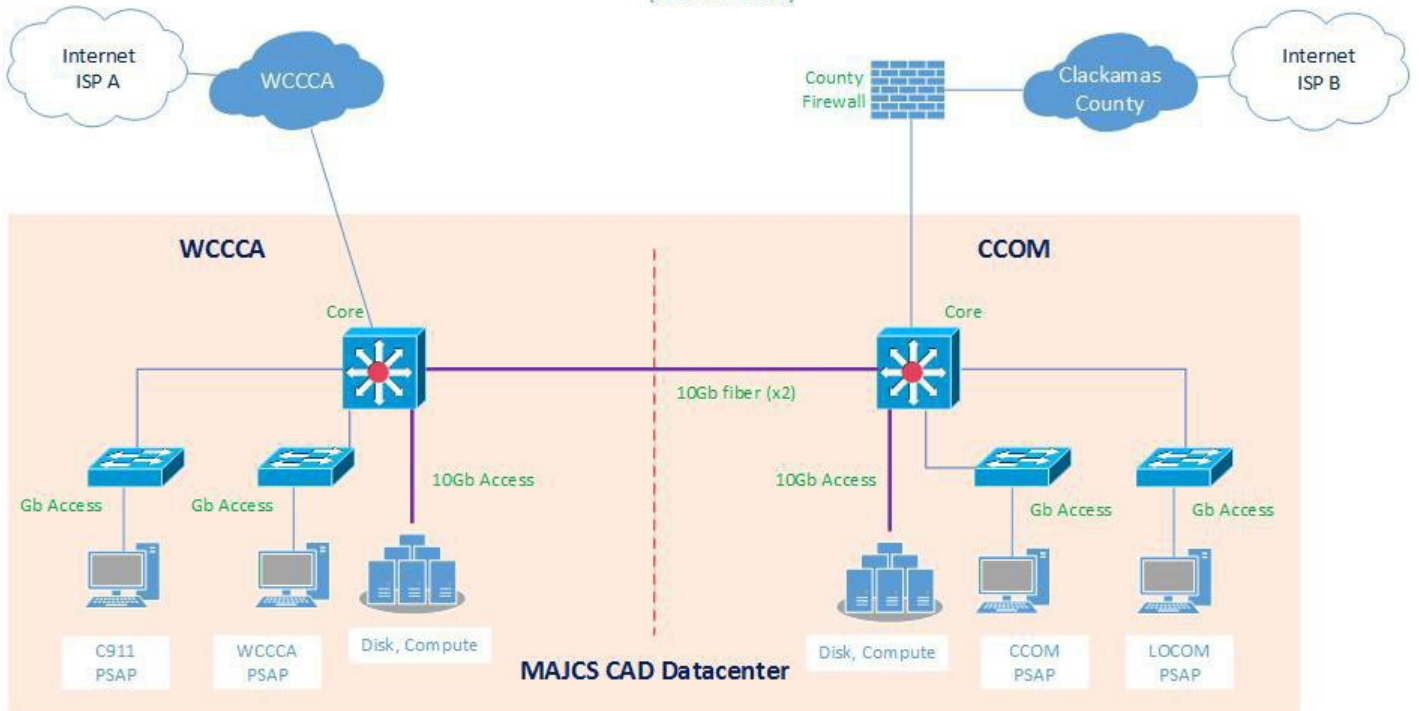
- PSAP networking managed as part of MAJCS datacenter.
- No firewalls to denote perimeter of MAJCS datacenter & to provide controlled entry point for each PSAP.
- Each PSAP connected to only one datacenter gateway (CCOM or WCCCA).
- Internet connectivity, including remote agencies connecting to MAJCS via VPN, is dependent upon internet feed from Washington/Clackamas Counties.

MAJCS Network Design Proposal – GOAL
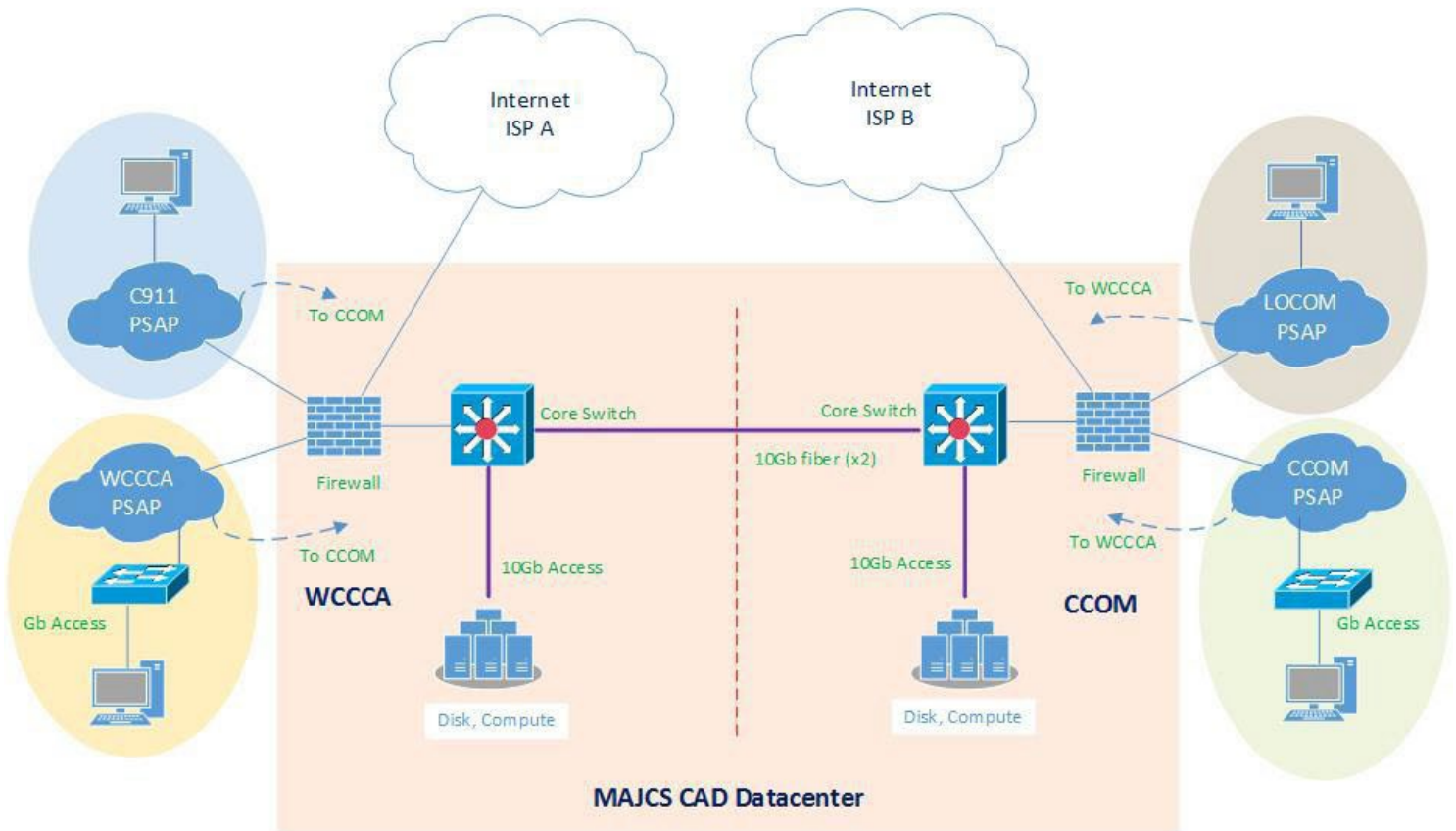
- PSAP networking managed as separate entities by the respective local agency.
- MAJCS-owned firewalls at CCOM and WCCCA to denote perimeter of MAJCS datacenter & to provide entry point for each PSAP.
- Each PSAP independently connected to both CCOM and WCCCA datacenter gateways.
- Dedicated internet connection established to CCOM and WCCCA. No longer dependent upon respective county internet feed.

C. <mark>**Backup System Process and Design**</mark>

MAJCS Backup Design

Firewall — Core Switch — 10Gb Access — Veeam Backup Server

Core Switch — 10Gb fiber (x2) — 10Gb Access — Firewall — To WCCCA

VM VM VM VM — ESXi — VM VM VM VM — ESXi

CAD Application Stack (Not including Databases)

Storage Snapshot Replication

Tegile Storage

Tegile Storage

WCCCA

CCOM

MAJCS CAD Datacenter
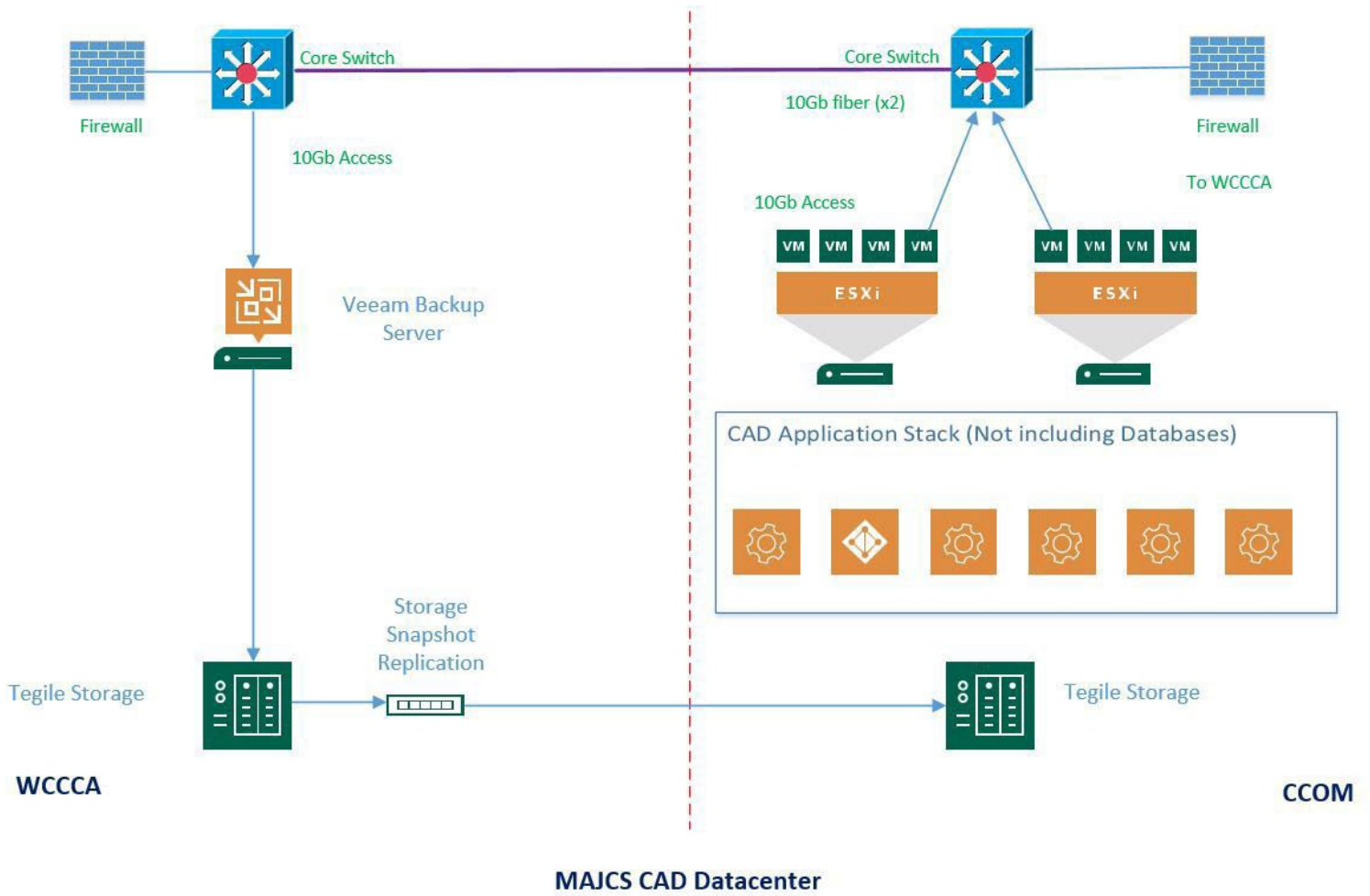
D. Approved List of Supported Related Interfaces / Utilities

INTERFACE	DESCRIPTION	REQUIREMENTS	SUPPORTED BY

E. Alert List and Protocols   (IN PROGRESS)

While there are various levels and priorities of alerts, overall it is assumed ANY reason for loss of critical application services will activate EMERGENCY notification to include CAD Admins and CMT through all available communication channels (24*7*365).

ESCALATION SOP	DESCRIPTION	MEMBERS NOTIFIED	HOW
Step 1	MAJCS / PSAP identifies issue	MAJCS/CMT	Email / Phone (See Appendix A)
Step 2	Notify CAD Admins / Techs		
Step 3 (Business hours)	CCTS Notified	CCTS Call Center	503-655-8346
Step 3 (After Hours)	CCTS Notified	After Hours On-Call Service	503-655-8346 Alt contacts as needed.
Step 4	CCTS Team triage issue		
Step 5	CAD Admins/CMT updated	MAJCS/CMT	Email / Phone
Step 6	Issue resolved and documented	various	Email / Phone
Any Alert that results from a loss of, or impact to, service will be fully triaged. Emergency or non-emergency status to be set at MAJCS team discretion. Tracking and documentation for post-recovery analysis and utilized for future mitigation and issue resolution performed by MAJCS team. Additional triage steps and communications may be required. CCTS permits use of alternative contacts if unreachable through listed contact methods. All contact information is maintained in Appendix A.			

F. Locations List

CENTER	FUNCTION	ADDRESS
CLACKAMAS		
CCTS TS1	CCTS Administrative Office & Operations Center	121 Library Court Oregon City Oregon 97045
DSB	CCTS Operations Center	Development Services Building 150 Beavercreek Road Oregon City Oregon 97045
CCOM	CAD Datacenter & CCOM PSAP & Admin Office	2200 Kaen Road, Suite A Oregon City Oregon 97045
WASHINGTON	Administrative Office	
	PSAP	
	CAD Datacenter	
LAKE OSWEGO	Administrative Office	
	PSAP	

IGA – MAJCS / CCTS Technical Support   V 6.0

COLUMBIA 911	Administrative Office	
	PSAP	

G. Rates

Effective: January 1st, 2020 for the calendar year of 2020

Given the integrated relationship between MAJCS, CCOM, CCTS and the other partner agencies, plus the dynamics of the funding processes, the overall billing model is complex and difficult to budget for. Factor in unplanned service requests, variability of projects and resources, regional politics and unforeseen events it becomes even more complex. Therefore, CCTS is implementing a simplified model that allows for budgeting, tracking and periodic adjustment to fit the realities of the supporting this IGA as historical data is gathered. These adjustments are required to ensure the process and rates are in line with the services and costs to support the MACJS CAD Datacenters efficiently and reliably.

Some key issues and factors for this billing model include:
- The CAD Datacenter has been implemented and is currently functioning as defined in the Current design model. Part of the scope of this IGA is to develop the CAD Datacenter to the Goal version of the design model over the next couple of years (2020, 2021) as resources permit. This development needs to be reflected in the billing model and related expenses.
- MAJCS is a multi-jurisdictional agency with multiple funding resources, regulatory policies and processing requirements.
- CCOM is a Clackamas County Agency and as such some of the CCOM CAD Datacenter support may be covered under CCTS Allocations.
- As the MAJCS CAD Datacenter develops and expands, technical resource requirements will change, especially as progress towards the Goal Design continues. The billing model needs to be flexible and dynamic without being too complex to track or forecast.
- To maintain accurate billing levels, this process requires an annual review with CMT to adjust the billing model as required to fit historical usage and projected future requirements.

The following matrix of expenses outlines the expenses and costs associated with technical support of the MAJCS CAD Datacenter. The owner of these expenses is identified so the appropriate agencies can plan accordingly for budgets and procurement requirements. This matrix will be reviewed by CCTS and CMT annually as part of the budget preparation process late in the calendar year to ensure it is in line with the goals of the CMT, the technical requirements for the CAD Datacenter support and the technical plans for CCTS.

Relative to the MAJCS CAD Datacenter and its support, the following terms are used in the billing matrix:

SCOPE:	Is this a CCOM only service or includes all of MAJCS
SERVICE:	Type of service being provided
DESCRIPTION:	Description of the service
RATE / PROCESS:	Rate for the charges / Process of the billing
SCHEDULE:	Estimated schedule for when to budget for the expense, many are as required (Req'd)
OWNER:	If there is a physical asset involved, who owns that asset

SCOPE	SERVICE	DESCRIPTION	RATE / PROCESS	SCHEDULE	OWNER
MAJCS	Equipment (network)	Network equipment including firewalls CCTS will provide specifications	Actual Costs Bill direct to CMT	As Required ~ 5 yr rotation	MAJCS

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			WCCCA will process		
MAJCS	Equipment (compute)	Virtual server stack CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	As Required ~ 5 yr rotation	MAJCS
MAJCS	Equipment (storage)	Application & Database storage CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	As Required ~ 5 yr rotation	MAJCS
MAJCS	Procurement	Procurement Processing Fees	N/A		
MAJCS	Application	CAD Licensing / Maintenance CAD Vendor will provide specifications	Actual Costs Bill direct to CMT	Annual and As Required	MAJCS
MAJCS	Fiber – Datacenters	CBX Fiber lease (redundant)	Cost per CBX SLA CBX bill to CMT	Annual	CBX
MAJCS	Fiber – PSAP	CBX Fiber between PSAP locations	Cost per CBX SLA CBX bill to CMT	Annual	CBX
CCOM	Internet - Redundant	Internet (Current to CCOM) / Internet (Goal as separate connection)	TS Allocation / Actual Costs ISP bill to CMT	Annual	CCTS
MAJCS	Internet	Other site internet connectivity	Actual Costs Bill to CMT / PSAP	Annual	MAJCS
MAJCS	VM Ware	VM licensing and maintenance CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	Annual and As Required	MAJCS
MAJCS	Veeam	Backup System license & maintenance CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	Annual and As Required	MAJCS
MAJCS	Active Monitoring Software	Monitoring System license & maintenance CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	Annual and As Required	MAJCS
MAJCS	MicroSoft SQL	CAD Database license & maintenance	Actual Costs Bill direct to CMT WCCCA will process	Annual and As Required	MAJCS
MAJCS	MS Operating System	Server Operating System licensing and maintenance CCTS will provide specifications	Actual Costs Bill direct to CMT WCCCA will process	Annual and As Required	MAJCS
MAJCS	Operations	Operational costs and utilities	Covered by MAJCS or PSAP		PSAP
MAJCS	Training – CCTS Staff	Technical training in support of IGA	Covered by .5 FTE		CCTS
MAJCS	Training – Non CCTS	N/A – Outside IGA			
MAJCS	Travel – CCTS Staff	Travel costs for staff, vehicles, fuel	Covered by .5 FTE		
MAJCS	CCTS Staff	Expected total usage of CCTS staff **.5 FTE** Admin SR, Step 1, fully loaded	Bill direct to CMT (as agreed by CMT & CCTS)	Annual Annual Review	CCTS
MAJCS	CCTS Staff Overtime	Staff OT by request of MAJCS beyond what is required to support IGA.	Actual FTE Costs Bill direct to CMT	As Required	
MAJCS	CCTS Consulting	Technical consulting, Q&A, Planning Management, Paperwork etc	Covered by .5 FTE		

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H. CBX SLA

This CBX SLA covers all fiber owned / maintained by CBX that is utilized by MAJCS. There is some fiber owner by the Oregon Department of Transportation, or the BUG or by Clackamas County that is not part of the CBX system – these are maintained by the owner in coordination with CBX and CCTS.

The information presented in this IGA is only part of the full CBX SLA which is too large to be reproduced here. The full CBX SLA is available on request from CBX. The following portion shows the latest adoption date for the SLA by the BCC along with the Appendix A: Service Rates and Locations.

RECORDING MEMO

XX	New Agreement/Contract
	Amendment/Change Order Original Number
	Policy, Reports,

ORIGINATING COUNTY
DEPARTMENT: Technology Services

PURCHASING FOR: Clackamas Broadband eXchange (CBX)

OTHER PARTY TO
CONTRACT/AGREEMENT: Metro Area Joint CAD System

BOARD AGENDA DATE: 05/03/2018
AGENDA ITEM NUMBER: _D. l._

1. PURPOSE: Approval of an Intergovernmental Agreement with the Metro Area Joint CAD System.

If you want the item returned to you after recording indicate here.
Please return to Duke Dexter after recording.

Clackamas County Official Records
Sherry Hall, County Clerk   2018-0609
Commissioners' Journals
Agreements & Contracts   05/03/2018 4:26:42 PM

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APPENDIX A

SERVICE AND RATE SCHEDULE

1. **Specified Services and Rates**

   The following are the sites, services, and rates agreed to by County and Customer at which Customer shall be provided services on the fiber optic network during the term of the Agreement. It is understood by both parties that service to these sites shall be provided for the rates below, subject to any rate increases otherwise applicable in accordance with terms herein. It is further understood that, during the term of the Agreement, Customer may add services to existing or new locations, or change services and/or locations, but that such changes are subject to the rates for such additional services.

2. **Construction, Installation and Activation**

   For construction, installation and activation work and provision of fiber optic network components, the County shall charge Customer nonrecurring charge(s) as specified in Section 5 of Appendix A. All facilities constructed under this Agreement and Appendix A shall be owned, operated, and maintained by the County.

3. **Service Changes and Conversions**

   Both parties agree that Customer may add or change services during the term of the Agreement, but that such changes are subject to applicable rates, and upgrade and downgrade charges.

4. **Annual Recurring Charges**

	From (Connecting Point A:Site Name & Address)	To (Connecting Point B:Site Name & Address)	Service	Monthly Rate ($)
1	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Lake Oswego Communications 9-1-1 380 A Ave Suite 3 Lake Oswego, OR 97034	One Pair (two) dark fibers (South)	$255.00
2	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Lake Oswego Communications 9-1-1 380 A Ave Suite 3 Lake Oswego, OR 97034	One Pair (two) dark fibers (North)	$255.00
3	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Washington County Consolidated Communications Agency 17911 NW Evergreen Pkwy Beaverton, OR 97006	Wavelength and dark fibers (Pittock)	$510.00
4	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Washington County Consolidated Communications Agency 17911 NW Evergreen Pkwy Beaverton, OR 97006	One Pair (two) dark fibers (ODOT)	$0.00

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5. Nonrecurring Charges

	From (Connecting Point A:Site Name & Address)	To (Connecting Point B:Site Name & Address)	Service	Amount ($)
1	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Lake Oswego Communications 9-1-1 380 A Ave Suite 3 Lake Oswego, OR 97034	Construction (south)	$0.00
2	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Lake Oswego Communications 9-1-1 380 A Ave Suite 3 Lake Oswego, OR 97034	Construction (north)	$1,500.00
3	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Washington County Consolidated Communications Agency 17911 NW Evergreen Pkwy Beaverton, OR 97006	Construction (Pittock)	$19,020.00
4	Clackamas County Communications 9-1-1 2200 Kaen Rd #A Oregon City, OR 97045	Washington County Consolidated Communications Agency 17911 NW Evergreen Pkwy Beaverton, OR 97006	Construction (EdgeConnex)	$3,175.00

6. **Late Payment Interest**

Customer will be charged interest for any payment made after its due date (thirty (30) days after receipt of invoice). Interest is charged at a rate of one and a half percent (1.5%) per month, or eighteen percent (18%) annually, on any installment not paid when due.

7. **Annual Consumer Price Index (CPI) Adjustments**

All fees and minimum charges are subject to Consumer Price Index (CPI) adjustments, to be applied annually. The amount of the fees and charges specified herein may increase annually by a percentage up to the change in the West Region (West City Size B/C 2.5 Million or less) Consumer Price Index of the US Dept. of Labor, Bureau of Labor Statistics (https://www.bls.gov/regions/west/data/xg-tables/ro9xg01.htm), based upon the rate of change as stated from the last month reported to the same month of the preceding year. In the event such Consumer Price Index (or a successor or substitute index) is not available, a reliable governmental or other nonpartisan publication evaluating the information theretofore used in determining the Consumer Price Index shall be used in lieu of such Consumer Price Index.

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Appendix A

I. **CBX ROUTES**

CCOM to WCCCA

CCOM to LOCOMM

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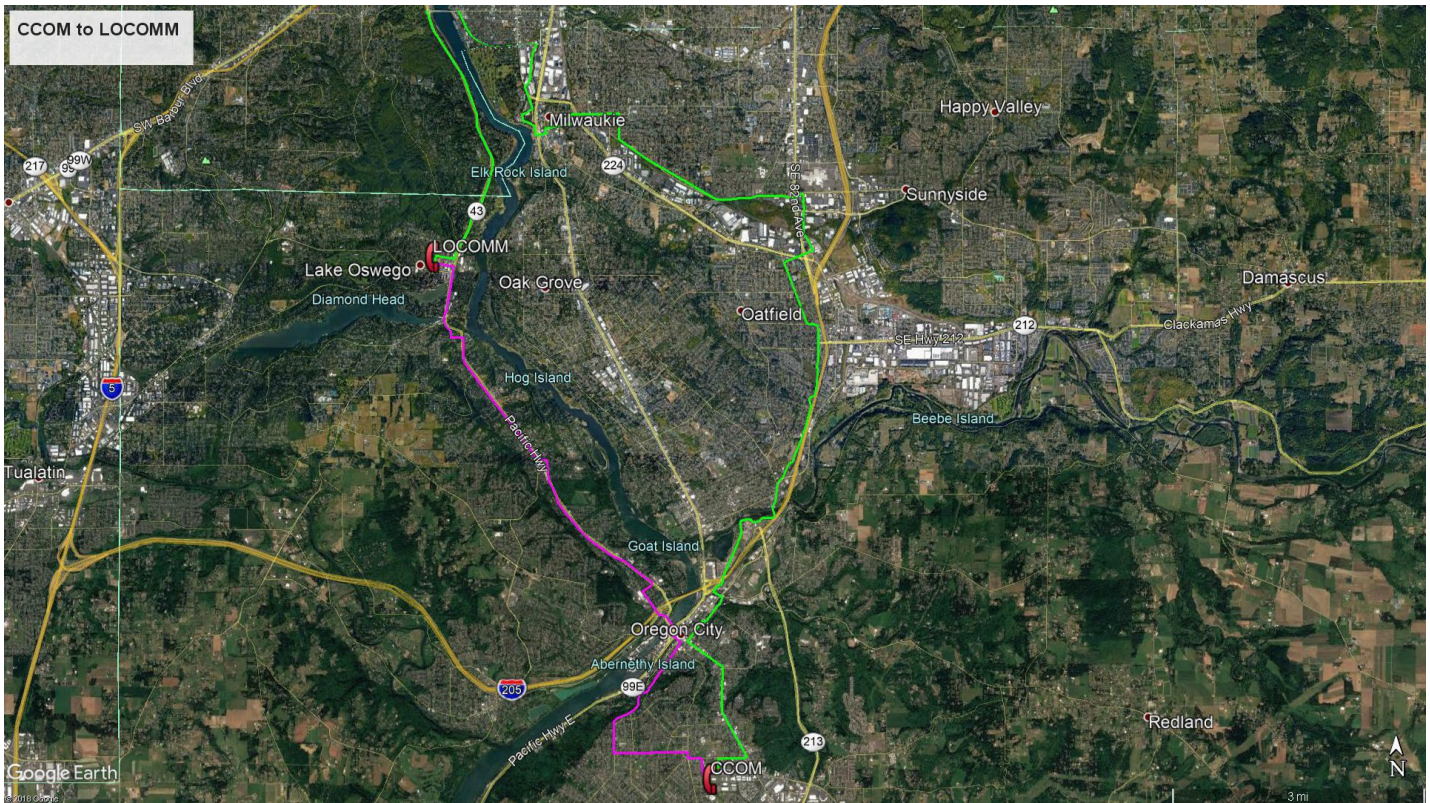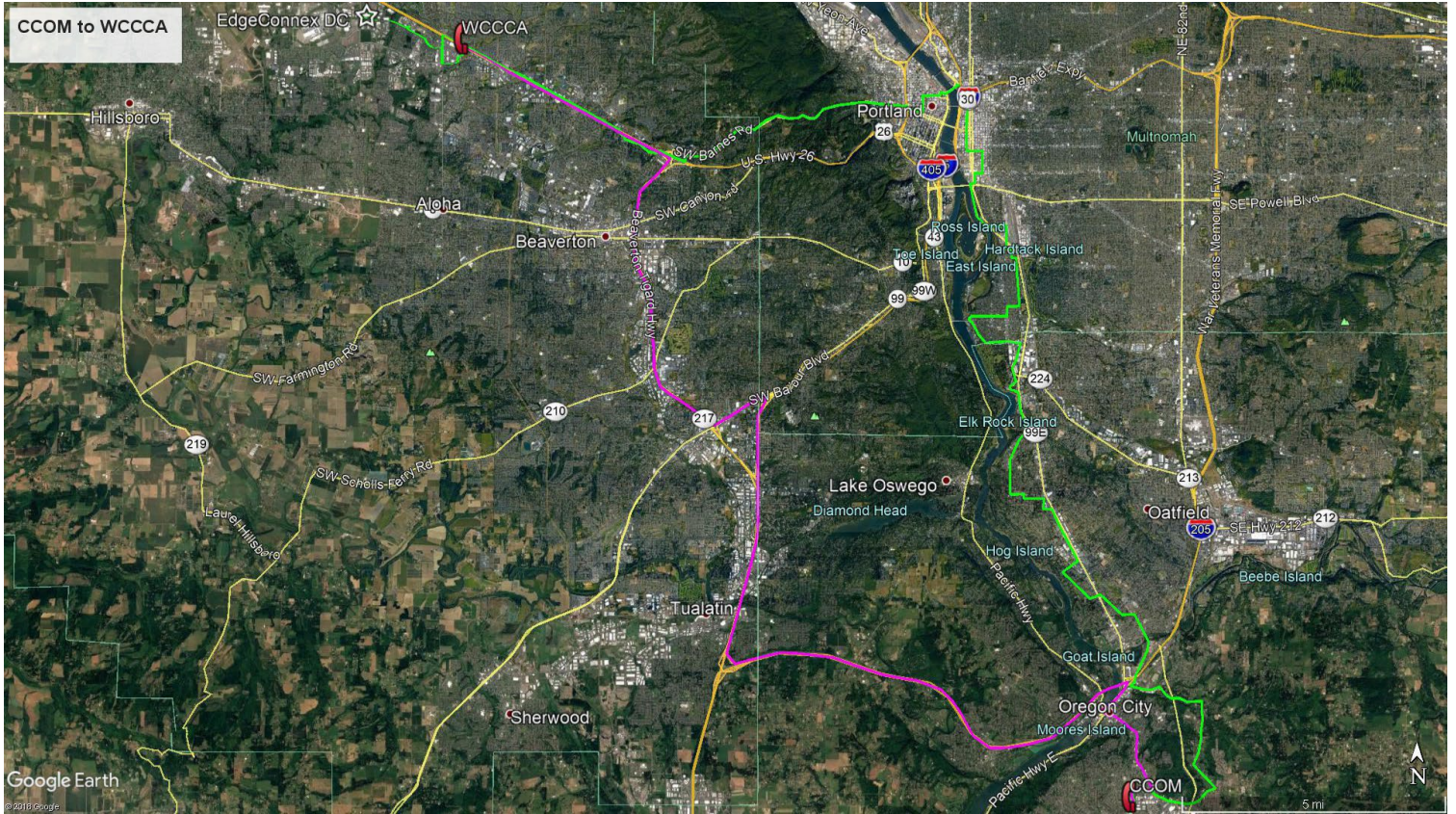
Amendments:

MAJCS - CCTS IGA - V6.0

Final Audit Report

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