

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND TELECOMMUNICATIONS ENGINEERING ASSOCIATES

This Agreement is entered into this ____ day of _____, 2023, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and Daryl D. Jones, Inc. dba Telecommunications Engineering Associates, or Tea hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of services related to the Message Switch System.

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

- Exhibit A—Services
- Exhibit B—Payments and Rates
- Exhibit C—Lawnet Change Management Policy

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. In no event shall County's total fiscal obligation under this Agreement exceed Three Hundred Twenty-One Thousand, Two-Hundred Sixty-Four Dollars (\$321,264). In the event that the County makes any advance payments, Contractor agrees to refund any amounts in excess of the amount owed by the County at the time of contract termination or expiration. Contractor is not entitled to payment for work not performed as required by this agreement.

4. Term

Subject to compliance with all terms and conditions, the term of this Agreement shall be from July 1, 2023, through June 30, 2026.

5. Termination

This Agreement may be terminated by Contractor or by the Director of Public Safety Communications or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship of Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

(A) injuries to or death of any person, including Contractor or its employees/officers/agents;

(B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

a. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability

endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

b. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

c. Cyber Liability Insurance

Contractor shall take out and maintain cyber liability insurance with coverage that shall be sufficiently broad to respond to the duties and obligations of the vendor. Cyber liability insurance shall not be less than \$3,000,000 per occurrence or claim, \$3,000,000 aggregate. Contractor's cyber liability insurance shall include coverage for claims involving its failure to properly protect sensitive data, theft of information, alteration, damage, or destruction of electronic information, the release of private information, extortion, and network security. The Contractor's policy must provide for coverage of potential breach response costs, costs to restore or recover data, cost of professional services to preserve or reconstruct data, costs due to physical damage, costs from the result from the interruption of business, such as notification costs, cyber extortion losses, and including credit monitory expenses and all other regulatory fines and penalties.

d. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

- (a) Comprehensive General Liability.....\$1,000,000
- (b) Motor Vehicle Liability Insurance.....\$1,000,000
- (c) Professional Liability.....\$1,000,000

(d) Cyber Liability Insurance.....\$3,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, regulations, and executive orders, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance, as well as any required economic or other sanctions imposed by the United States government or under state law in effect during the term of the Agreement. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law, regulation, or executive order, the requirements of the applicable law, regulation, or executive order will take precedence over the requirements set forth in this Agreement.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

a. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status,

religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

b. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

c. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

d. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

e. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

f. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

g. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Executive Officer the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Executive Officer, including but not limited to the following:

- i. termination of this Agreement;
- ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
- iii. liquidated damages of \$2,500 per violation; and/or
- iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Executive Officer.

To effectuate the provisions of this Section, the County Executive Officer shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

h. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no

employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply unless this Agreement's total value listed in the Section titled "Payments", exceeds two-hundred thousand dollars (\$200,000); Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising

out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via facsimile to the telephone number listed below or transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: Natasha Claire-Espino, Director
Address: 501 Winslow St. Redwood City, CA 94063
Telephone: 650-363-4909
Facsimile: 650-366-5773
Email: nclaire-espino@smcgov.org

In the case of Contractor, to:

Name/Title: Daryl Jones, President
Address: 1160 Industrial Road #15, San Carlos, CA 94070
Telephone: 650-590-1801
Facsimile: 650-590-1871
Email: daryl@tcomeng.com

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

* * *

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Telecommunications Engineering Associates


Contractor Signature

05/17/2023
Date

Darryl D Jones
Contractor Name (please print)



COUNTY OF SAN MATEO

By:

President, Board of Supervisors, San Mateo County

Date:

ATTEST:

By:

Clerk of Said Board

Exhibit A

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

A. Trouble Reporting System

1. Furnish and maintain a telephone number and e-mail account for representatives to report problems and request assistance.
2. Contractor's employees shall be authorized to access the LawNet system on a 24x7 basis for the purpose of performing the requirements of this agreement. Contractor must furnish a list of authorized employees to the Office of Public Safety Communications. All County policies, including Vendor/Contractor Access Policy and the Data Center Policy, must be adhered to.
3. Contractor shall maintain an automated monitoring and notification system that will continuously monitor equipment and telecommunications circuits used in the LawNet system.

B. Hardware Support

1. Provide onsite labor and incidental parts to keep the telecommunications equipment used in the LawNet network operating in accordance with the manufacturer's published specifications.
2. Provide total problem resolution service, including root analysis and resolution documentation, for network equipment related to the LawNet system that serves law enforcement and criminal justice agencies in San Mateo County.
3. Serve as the primary point of contact for LawNet user agencies in working with network equipment manufacturers and other equipment vendors to resolve problems related to the LawNet system.
4. Provide access to a local inventory of spare parts and equipment that is available on a 24x7 basis, but stored at a location other than at a County facility.
5. Provide onsite services to maintain equipment used for LawNet DNS, logging, sRIMS, "Secure Cloud," and web hosting.

C. Network Administration

1. Provide consulting engineering services related to LawNet TCP/IP networking.
2. Participate as a technical advisor to the San Mateo County Police Chief's and Sheriff Association standing committee regarding communications and technology.
3. Serve as the IP address registrar for LawNet address space. Maintain IP address records. Maintain forward and reverse DNS information in primary and secondary DNS servers.
4. Furnish and maintain:
 - a. "syslog" server software that accepts logging information from all the LawNet routers, firewalls, switches, and servers that are covered by this agreement. Review the log files as necessary to ensure the security of the LawNet system. Logs will be provided to the

County within 24 hours of request. All log files will be retained for 1 year on a rolling basis.

- b. Software that collects usage and error statistics for all LawNet routers and circuits that are covered by this agreement. Make this information available to all LawNet users on a web page. Proactively review this information to identify unusual trends or patterns. Provide usage and error information to the County within 24 hours of request. All log files will be retained for 1 year on a rolling basis.
 - c. Software to host the LawNet web site.
 - d. Software that automatically archives router configuration files. The software shall archive "before" and "after" versions of all changes made to router configurations. Configurations must be made available to the County within 24 hours of request. All log files will be retained for 1 year on a rolling basis.
 - e. Manage router and switch configuration files. Configuration files will be provided to the County within 24 hours of request.
5. Permit use of and support for contractor's "sRIMS" suite of web-based programs with features that shall include "Common Operational View" of unit and incident status for all law enforcement agencies in San Mateo County which use the RIMS CAD system.
 6. Support the LawNet "Secure Cloud" software.
 7. Furnish software and provide system administration services to operate a countywide shared repository for digital person images. The software shall collect image files from the RIMS systems of agencies that participate in Lawnet. The software shall be web-based and provide a means to query the images by name, date and other criteria.
 8. Administer the LawNet Internet gateway and firewall. Configuration files will be provided to the County within 24 hours of request.
 9. Administer the shared wireless gateway including providing assistance to County technical staff in support of NetMotion software.

D. Data Communications System Administration

1. Maintain accurate records of all telecommunications circuits and transport facilities including circuit number and maintenance history. Provide information to the County within 24 hours of request.
2. Report trouble to AT&T and other transport service providers when necessary.
3. Maintain IP routing configuration files to enable the "OSPF" routing protocol in all LawNet routers. Make changes when necessary. Configuration files will be provided to the County within 24 hours of request.

4. Investigate reports of intermittent problems, including hardware, software applications, and remote systems and follow-through to successful resolution.

E. Service Level Commitment

1. Respond to reports of problems within 30 minutes of notification on a 24x7 basis.
2. Commence problem resolution within 60 minutes of notification on a 24x7 basis.

F. Change Management

Ensure effective change management within LawNet's production IT environment by abiding by a documented change control management policy, attached to this Agreement as Exhibit C "Lawnet Change Management Policy".

G. Information Technology Security Policies

TEA will adhere to the County Security Policies, FBI CJIS Security Policy, California DOJ CLETS Policies Practices and Procedures. In the event of policy overlap or conflict, the County CIO of the County will provide guidance as to which cyber security policy applies.

H. Schematic

Contractor will provide the County technical Visio schematics of the overall LawNet system. Schematic must demonstrate what contractor provides and what is provided by network participants

Exhibit B

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

AMOUNT AND METHOD OF PAYMENT.

- A. County will pay Contractor QUARTERLY upon County's receipt and acceptance of an invoice according to the following:

Quarter	Invoice Due to County by	Invoiced Amount
1 st	July 1, 2023	\$26,244.00
2 nd	October 1, 2023	\$26,244.00
3 rd	January 1, 2024	\$26,244.00
4 th	April 1, 2024	\$26,244.00

Quarter	Invoice Due to County by	Invoiced Amount
5 th	July 1, 2024	\$26,768.00
6 th	October 1, 2024	\$26,768.00
7 th	January 1, 2025	\$26,768.00
8 th	April 1, 2025	\$26,768.00

Quarter	Invoice Due to County by	Invoiced Amount
9 th	July 1, 2025	\$27,304.00
10 th	October 1, 2025	\$27,304.00
11 th	January 1, 2026	\$27,304.00
12 th	April 1, 2026	\$27,304.00

B. Invoicing Procedures.

1. County shall pay Contractor, upon receipt of an invoice, for services rendered. Each invoice submitted must include the following information, at a minimum:
 - a. Agreement number
 - b. Time period covered
 - c. Detailed statement of services/work completed for the invoiced period

Contractor shall prepare and submit an invoice for payment of services rendered in accordance with the policies and procedures established by the County Controller's Office. In any event, the total payment for services of Contractor shall not exceed \$321,264.00. County shall have the right to withhold payment if County determines that the quality or quantity of work performed is unacceptable. Payments shall be made within 30 days from the date of the applicable undisputed invoice.

Exhibit C

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, Contractor shall adhere to the following responsibilities, policies, and when any changes to the Lawnet computer network are to be made.

The Change Control policy is designed to provide a managed and orderly method in which changes to the information technology environment are requested, tested and approved prior to installation or implementation. The purpose is not to question the rationale of a change, but to ensure that all elements are in place, there is no negative impact on the infrastructure, all the necessary parties are notified in advance and the schedule for implementation is coordinated with all other activities.

The Sheriff & Police Chief Technology Committee must approve any exceptions to this policy in advance.

Definitions

Change: to transform, alter, or modify the operating environment or standard operating procedures that have a potential or significant impact on the stability and reliability of the infrastructure and impacts on the conducting of normal business operation. Plus any interruption in building environments (i.e., planned electrical outages) that may also cause disruption to the network infrastructure.

Event: any activity outside of normal operating procedures that will have a potential or significant impact on the stability and reliability of the infrastructure, i.e. Misuse or change to the provided services causing a denial of service to any other user. Change and Event may be used interchangeably throughout this document.

Change Request: The official request for any change should be submitted via email to the contracted Lawnet maintenance provider's point of contact.

Scope

All TEA employees, contractors, consultants, temporary and other workers including all personnel affiliated with third parties that may have access to network computer systems must adhere to this policy.

Change Management Process

Change Management provides a process to apply changes, upgrades, or modifications to the environment. This covers any and all changes to hardware, software or applications. It also includes modifications, additions or changes to the LAN/WAN, Network or Server hardware and software, or any other environmental components such as electrical or cooling systems. The policy is in place to ensure that any change that affects one or all of the environments that Lawnet relies on to conduct normal business operations are protected.

Changes to the environment arise from many circumstances, such as:

- User requests
- Hardware and/or software upgrades
- Acquisition of new hardware and/or software
- Environmental changes
- Business Operational schedule changes
- Unforeseen events
- Scheduled Periodic Maintenance

The above list is not all-inclusive. Therefore, any questions on whether a change can be made should be directed to the Sheriff & Police Chief Technology Committee Chair.

Emergencies

Emergencies exist only as a result of:

- A location is completely out of service
- There is a severe degradation of service needing immediate action
- A system/application/component is inoperable, and the failure causes a negative impact
- A response to an emergency business need.

Scheduled or Planned Maintenance

Prior the commencement of any planned or scheduled maintenance, the change will be documented in the Lawnet maintenance providers change log/ticketing system. A copy will be forwarded to the County's Message Switch Administrator.

Documentation of Changes

A Change Log shall be kept in an accessible location for the County's Message Switch Administrator and Sheriff & Police Chief Technology Committee Chair (or designee) to view.