REVIVAL AND SECOND AMENDATORY AGREEMENT

THIS REVIVAL AND SECOND AMENDATORY AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the "City") and **SIERRA DETENTION SYSTEMS, INC.**, a Colorado corporation, with its principal place of business located at Post Office Box 630512, Highlands Ranch, CO 80163 (the "Contractor"), collectively "the Parties."

WITNESSETH:

WHEREAS, the Parties entered into an Agreement dated July 31, 2012, and an Amendatory Agreement dated October 27, 2014 (the "Agreement"), to provide maintenance services on the detention and access electronics equipment installed in certain City facilities; and

WHEREAS, the Agreement, expired by its terms on December 31, 2017; and

WHEREAS, rather than enter into a new contract the parties wish to revive, and reinstate all of the terms and conditions of the Agreement as they existed prior to the expiration of the term and to amend the Agreement to extend the term and amend the Agreement in certain other respects;

WHEREAS, the Parties wish to amend the Agreement to revise the Statement of Work, extend the term, increase the compensation to the Contractor and as otherwise set out below, as follows; and

NOW, THEREFORE, in consideration of the premises and the mutual covenants and obligations herein set forth, the Parties agree as follows:

1.   All references to Exhibit A in the existing Agreement shall be amended to read Exhibits A and A-1, as applicable. Exhibits A-1 and E are attached and incorporated by reference. Contractor agrees to follow the Technology Requirements listed in Exhibit E.

2.   Article 3 of the Agreement entitled "TERM" is amended to read as follows:

"**3. TERM:** The Agreement will commence on January 1, 2012 and will expire on December 31, 2022 (the "Term")."

3.   Article 4(d)(1) of the Agreement entitled "Maximum Contract Amount" is amended to read as follows:

"**d. Maximum Contract Amount**:
     (1) Notwithstanding any other provision of the Agreement, the City's maximum payment obligation will not exceed **SEVEN MILLION EIGHT HUNDRED FIFTY-THREE THOUSAND TWENTY-FOUR DOLLARS ($7,853,024.00)** (the "Maximum Contract Amount"). The City is not

1

obligated to execute an Agreement or any amendments for any further services, including any services performed by Contractor beyond that specifically described in **Exhibits A** and **A-1.** Any services performed beyond those in **Exhibit A** and **A-1** are performed at Contractor's risk and without authorization under the Agreement."

4. A new paragraph 36 is added to the Agreement to read as follows:

"**36.** Contractor at its expense will, within thirty (30) days after the signing of this Amendment and continuously thereafter, deposit any Contractor proprietary software in source code form, including all enhancements, as well as any Contractor proprietary intellectual property related to the management and maintenance of the Maintained Systems described below, in escrow pursuant to a source code escrow agreement ("Escrow Agreement") acceptable to City. The following events will automatically give City the right to cause the release of the applicable source code from Contractor or the escrow agent, whether or not contained in the Escrow Agreement, upon notice to Contractor or presentation of this Agreement to the escrow agent: (i) the institution by or against Contractor of insolvency, receivership or bankruptcy proceedings; (ii) Contractor's making an assignment for the benefit of creditors; (iii) Contractor's dissolution or ceasing its ongoing business operations or (iv) Contractor failing to pay the applicable fees due under the Escrow Agreement.

5. Except as herein amended, the Agreement is affirmed and ratified in each and every particular.

EXHIBITS

EXHIBIT A-1 **STATEMENT OF WORK**

EXHIBIT E **TECHNOLOGY REQUIREMENTS**

[SIGNATURE PAGES FOLLOW]

201103350-02

Contract Control Number:

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at Denver, Colorado as of

SEAL   **CITY AND COUNTY OF DENVER**

ATTEST:

By_____

_____

APPROVED AS TO FORM: REGISTERED AND COUNTERSIGNED:

By_____

By_____

By_____

||| || ||| |||| ||| || ||| |||| || || ||| ||||| ||| |||| ||| |||| || |||

Contract Control Number: SHERF-201103350-02

Contractor Name: SIERRA DETENTION SYSTEMS, INC.

By: _____

Name: _W. RUSSELL Pilcher_
(please print)

Title: _CEO_
(please print)

ATTEST: [if required]

By: _____

Name: _____
(please print)

Title: _____
(please print)

EXHIBIT A-1

Scope of Work
between

SIERRA DETENTION SYSTEMS LLC
and

the Denver Sheriff's Department

Version:
1.33
Published:
REVIEWED
1/10/2018

Table of Contents

Document Revision History

Version	Editor	Date	Summary
1.0	Berkley Swarzentruber	05.27.15	Draft
1.1	Berkley Swarzentruber	07.28.15	Update: DSD
1.2	Berkley Swarzentruber	08.05.15	Update: CAO and DSD
1.3	Berkley Swarzentruber	12.28.16	Update: DSD and SIERRA DETENTION SYSTEMS
1.4	Russ Pilcher and Jeff Ward	01/11/2017	Edited and Updated by SIERRA DETENTION SYSTEMS
1.5	Berkley Swarzentruber & Major Bryan Moore	11/07/2017	Update DSD & SIERRA DETENTION SYSTEMS
1.6	Major Moore	12/13/2017	Updated with Berkley & Stephanie Hellman
1.7	Major Moore	12/14/2017	Updated with Language from Steve Hahn
1.8	Major Moore	12/22/2017	Finalized SOW
1.9	Steve Hahn	01/05/2018	Updating sections and re-organizing SOW
1.10	Major Moore	01/07/2018	Accepting changes and responding to Steve Hahn

Glossary of Terms & Acronyms

Term or Acronym	Definition
DSD	Denver Sheriff Department
DSD Command Staff	Facility Major or Chief, or designee
DSD TMU	Denver Sheriff Department, Technology Management Unit
Root Cause Analysis, RCA	Identification of factors that resulted in the issue, impact of issue, conclusion of root cause, proposed solutions with impact
Vendor, Sierra Detention Systems	SDS Detention Systems, Inc;
SPM	SIERRA DETENTION SYSTEMS Project Manager
CPM	City Project Manager
City	City and County of Denver
City Task	Any task that requires work to be completed by City and County of Denver
PLC	Programmable logic controller
PC/HMI	Human Machine Interface
ACS	Access Control System
DDC, Van Cise - Simonet	Downtown Detention Center
Courthouse	Lindsey Flannigan Courthouse
LFC	Lindsey Flannigan Courthouse
County Jail, Denver East, Smith Rd.	Denver County Detention Center
BVMS	Bosch Video Management System
Lock Maintenance	Inspection and lubrication of locks
SOW	Scope of Work
SLA	Service Level Agreement
SIERRA DETENTION SYSTEMS Operational Staff	Onsite SIERRA DETENTION SYSTEMS Technicians

Term or Acronym	Definition
Webb	Wellington Webb Building (201 W. Colfax Ave)
Test Scenario	Simple scenarios to be tested
Test Case	Specific steps with expected and actual outcomes/results
CJI, CJIS	Criminal Justice Information System
SIERRA DETENTION SYSTEMS Checklist	A quick reference to ensure maintenance and support contractual obligations are met. List includes, but not limited to contents within the SIERRA DETENTION SYSTEMS Checklist.
Project Plan	A document used to guide and control the execution of a project. Displays project activities along a timeline.
Project Charter	Provides written authority to begin a project. Includes the stakeholders, project duration, cost, resources, etc.
Maintained Systems	Systems that are serviced and maintained by SIERRA DETENTION SYSTEMS for safe operating of the DSD Jails, including: Video monitoring, recording, retention systems and reviewing software, door access controls, biometric equipment, duress alarms, and other items as cited in the section 1. Preventive Maintenance Services City Systems.

Introduction

SIERRA DETENTION SYSTEMS provides long and short-term maintenance to Sheriff and City systems including biometrics, CCTV, video management system, intercoms, duress alarms, access solutions, touchscreen controls and detention equipment.

Sheriff Standards

SIERRA DETENTION SYSTEMS shall meet and follow all DSD accreditations, including but not limited to Criminal Justice Information Services (CJIS) standards, and industry best practices for all SIERRA DETENTION SYSTEMS maintained systems as a part of this SOW. SIERRA DETENTION SYSTEMS shall meet the City's Technology Requirements within Exhibit C and standard best practice as well as safety and security standards for working in the vicinity of inmates. See Attached for detailed Technology Standards and ACA Jail security standards.

All testing, updates and upgrades shall be communicated in writing and coordinated with DSD / City Resource. SIERRA DETENTION SYSTEMS shall make a concerted effort to not perform testing in a production environment.

I. PREVENTIVE MAINTENANCE SERVICES OF MAINTAINED SYSTEMS

1. SIERRA DETENTION SYSTEMS shall provide preventative maintenance services for the following systems ("Maintained Systems"):

System/Manufacturer	Description
PLC - **Programmable Logic Controller	
OMRON – Brand Name	Power Supplies, CPU, Input/output Cards, Ethernet Cards, Back Planes, Interconnecting Cables, and any additional associated components
INTERCOM	
QUAM, Rauland, Harding, AiPhone	Master Stations, Paging Speaker, Intercoms, Digital Communications Controller and Expander, and any additional associated components
PC/HMI – Human Machine Interface	
Dell, ELO, Indusoft, Foundry, Rosewill, ASUS, SIERRA DETENTION SYSTEMSSoft	PC Towers, Communication Devices, Network Equipment, Touch Screens, Monitors, Indusoft Licenses and Keys, and any additional associated components
CCTV	
Bosch, Foundry, Hewlett-Packard, Monoprice, Dell, Nitek	Cameras, Bosch BVMS work stations, Foundry IP switches and power over Ethernet, Foundry Servers, and any additional associated components
Access Control System	
HID/INDALA, Bosch, Dell, Panasonic, Schlage, Vonduprin, Lenel	Card Readers, Solenoid operated crash bars, photo badge printer, badging workstations, reader interface mods, and any additional associated components
Door Control	
Ferraz, Shawmut, Phoenix	Large Relay's, Small Relay's, Fuses, Fuse Blocks, FLK blocks, converters, back planes, diodes, interconnecting cables, and any additional associated components
Wired Duress	
Quam, Honeywell, Rauland	Corridor Zone Light, Panic push buttons, call buttons, and any additional associated components
Wireless Duress	
Senstar (Denver Detention Center Only), Actall	Receiver module, personnel transmitter with carrying case and lanyard as well as any additional associated components

Should manufacturer/system materially change, SIERRA DETENTION SYSTEMS shall initiate and provide a change request. All hardware for any systems, including all network infrastructure is owned by the City.

SIERRA DETENTION SYSTEMS shall provide the following:

1) Maintenance of the controller Link network. The network consists of multiple data link tables sharing bit status with master control as well as sharing bit status between local PLC's at each Security Electronics room. These all share bit information with Central Control. There is an Ethernet network between all security electronics rooms and all control rooms. All communications occur over the Ethernet Link network. Provide configuration support and diagnostics of the network as described. (Priority 1)
2) Support changes and configurations of Harding network by Harding certified Controls Engineers which is comprised of multiple Harding intercom DCC's including multiple DCE's all residing on the security network. Provide communications log retrieval and analysis using DXL logger. Provide daily observation of all Harding DCC and DCE equipment and perform troubleshooting. SIERRA DETENTION SYSTEMS shall investigate any and all reports of intercom audio troubles daily. (Priority 2)
3) Computer hardware maintenance and any related software version control specifically related to Detention System Control. Shall include, but not limited to Indusoft HMI, Omron CX Supervisor, Ferrups Backup Systems. Bosch BVMS, Harding Digital IC, and all applicable firmware updates which includes camera systems located in Sierra equipment cabinets. (Priority 1)
4) All equipment maintenance and support shall be to manufacturer's specifications for all SIERRA DETENTION SYSTEMS supported systems. Manufacturer specifications, vendor name and product life cycle including end of life projections shall be provided with any updates on a quarterly basis (per calendar

year). Maintenance support schedules and routines shall be developed, in coordination with the TMU Manager and signed off prior to beginning testing and scheduled maintenance and support. Scheduled maintenance support shall include impact to any product and system. Upon completion of maintenance and support, SIERRA DETENTION SYSTEMS shall notify DSD Command Staff of completion. TMU Manager shall sign off for acceptance. (Priority 1)

5) New backup software will be made and kept on file with the facility and updated as necessary. Spare computers will be updated with the new software version along with any necessary changes at the same time as the current PC in use within the facility. (Priority 1)

6) Sierra will notify DSD when software/hardware revisions are available for the purpose of reviewing risk and impact of implementation. If it is mutually agreed that hardware/software is in need of upgrade, SIERRA DETENTION SYSTEMS can quote accordingly. (Priority 1)

7) SIERRA DETENTION SYSTEMS shall obtain manufacturer/vendor technical and support documentation. All documentation shall be reviewed and updated on a quarterly basis (per calendar year) and provided to the City in hard copy and electronically. (Priority 3)

8) SIERRA DETENTION SYSTEMS shall stay current on all systems and hardware to be compliant with all Criminal Justice standards. (Priority 2)

9) Indusoft configuration changes and updates by Indusoft Certified Controls Engineers including, but not limited to VB Scripting changes to global procedures, firmware upgrades as well as compatibility testing between Indusoft and Omron PLC's using Ometh driver Syntax. Additionally, troubleshooting procedures are also included in this scope. (Priority 1)

10) Configuration, troubleshooting, program design change, and driver support of control centers touch screens. Program any operational, aesthetics, or any additional minor changes as requested by the facility. (Priority 3)

11) Omron PLC logic changes, updates and support, including ladder logic revisions, RINS Ethernet communications modifications to existing logic structure. This includes maintenance and troubleshooting of the Ethernet (FINS protocol) interface between the central PLC and the central Harding exchange. (Priority 1)

12) CCTV and HMI interface support by Bosch and Indusoft certified technicians including troubleshooting, configuration, and performing any necessary changes to meet DSD expectations for performance and support. (Priority 1)

13) Bosch BVMS and disc array configuration and support by Bosch certified technicians including, but not limited to updating firmware on all related equipment, camera, card reader, hardware and door mapping title changes as needed, camera additions, time synchronizations, recording variations and verification of system wide cameras in use. Additionally, support of all BVMS related equipment and software. (Priority 1)

14) All requests to SIERRA DETENTION SYSTEMS for Video (for any jail facility or secured area) shall be referred to and approved by DSD Civil Liability prior to providing to requestor. (Priority 1)

15) Support and configuration of Microsoft SQL alarming database, including database archiving, transaction log routine maintenance, troubleshooting between Indusoft and the Server/Gateway, and general database changes. Call support and configuration shall be completed by Microsoft SQL trained and certified controls engineers at SIERRA DETENTION SYSTEMS. (Priority 2)

16) General hardware/software support, troubleshooting and diagnostics for all identified system/manufacturers within the SOW including Inputs, Outputs, Power Supplies, CPU, serial ports and switches. (Priority 3)

17) SIERRA DETENTION SYSTEMS shall verify and replace all PLC batteries. These shall be certified and change every six (6) months as needed but no longer than 3 years, unless otherwise agreed upon. (Priority 3)

18) SIERRA DETENTION SYSTEMS shall have individual and personalized accounts for all SIERRA DETENTION SYSTEMS supported Systems. (Priority 1)

19) Generic accounts are not acceptable and shall be immediately removed to ensure proper security protocols are maintained. All admins, with exception of SIERRA DETENTION SYSTEMS, shall be employed by the City. (Priority 1)

20) DSD is responsible and accountable for the Badge Access System. Any new administrative users shall be communicated and set up by DSD TMU. Each agency and vendor is responsible for communicating to DSD and following mutually agreed upon procedures to remove individuals from system. (Priority 1) When SIERRA DETENTION SYSTEMS has staffing changes for any of the DSD/LFC facilities, SIERRA DETENTION SYSTEMS will notify the TMU in writing of the changes so access control systems can be updated.

21) All labor for maintenance calls will be covered by SIERRA DETENTION SYSTEMS, including vehicle expense and travel costs. In addition, SIERRA DETENTION SYSTEMS will provide on-site, certified support of three (3) SIERRA DETENTION SYSTEMS technicians during normal business hours Monday through

Friday 6:00 -am-2:00pm. (Outcall work that occurs outside pre-determined hours and over 40 hours per person is chargeable on a separate P.O. at overtime rates) The Denver Sheriff Department shall have the authority to change on-site technician support at any time. (Priority 3)

22) Sierra Shall perform maintenance of door locks as requested by City Maintenance. The availability shall not preclude the immediate need to ensure proper operation of video surveillance systems or access control systems. All maintenance performed on locks shall be derived from the most recent version Southern Steel General Maintenance Guidelines. When authorized, maintenance shall be conducted for the Van Cise-Simonet Detention Center, Lindsey-Flanigan Courthouse as well as the Denver County Detention Center. Lock maintenance includes, but not limited to inspection and lubrication conducted twice a year should daily usage exceed fifty (50) times per day or once a year for daily usage of fifty (50) or less times per day. Denver Maintenance shall provide an adequate supply of full lock assemblies to replace existing locks, adequate inventory of parts to service Southern Steel Locks, Brinks Locks, Southern Steel – Southern Folger sliding door assemblies at no cost to Sierra. (Priority 2)

23) SIERRA DETENTION SYSTEMS shall complete monthly audits of access control permissions including permission levels. (Priority 3)

24) SIERRA DETENTION SYSTEMS shall test and verify all cameras tied to card access or integrated with other systems on a monthly basis, and clean cameras or domes if needed. (Priority 1)

25) SIERRA DETENTION SYSTEMS shall clearly identify and mark SIERRA DETENTION SYSTEMS specific equipment that is locates in IDF or MDF rooms, and all uplink and server interfaces shall have a description configured to easily identify what is attached.

SIERRA DETENTION SYSTEMS shall maintain a adequate (mutually agreed list to be determined) ready spare parts inventory system at the facilities to include, but not limited to the If at any time the ready spare parts are found to be inadequate to ensure complete systems immediate support, it shall be the responsibility of SIERRA DETENTION SYSTEMS to increase spare parts as appropriate, or reasonably requested by DSD. SIERRA DETENTION SYSTEMS shall provide the most current estimate sheet for all hardware replacement costs every six (6) months. (Priority 3)

In the event that and electrical work or modifications on any of the systems contained in this SOW that customarily require electrical licenses, Sierra shall contract a licensed electrician to perform the work. (Priority 2)

Each Preventative Maintenance task is prioritized one through three, where one is the most critical. The City has the ability to adjust priorities as they deem necessary but must be communicated in writing to SIERRA DETENTION SYSTEMS. Should SIERRA DETENTION SYSTEMS fail to meet and/or follow Preventative Maintenance, as described within this SOW, in any given month, the City shall receive a credit as follows:

Preventative Maintenance tasks (as measured by priority)	Service Credit to be applied to Customer's monthly invoice for each affected month
Priority 1	25%
Priority 2	15%
Priority 3	10%

2. Payment Schedule and Terms

The monthly maintenance and support payment is based on three (3) full time SIERRA DETENTION SYSTEMS Technicians working weekly, and achieving Service Level Agreement requirements and preventative maintenance support. Full time is on site 40 hours per week per technician. SIERRA DETENTION SYSTEMS Logs and invoices shall be provided to the TMU Manager within seven (7) calendar days of the end of month. DSD will coordinate and obtain and complete necessary review within 7 days. Logs shall document activity performed by the onsite technicians as set out in this SOW. Complete review and any concerns shall be addressed by SIERRA DETENTION SYSTEMS within two (2) calendar weeks from receipt of logs.

SIERRA DETENTION SYSTEMS shall prepare monthly logs for each technician who has completed work throughout the month. The log shall include each day worked and the tasks completed with duration and time for each task on the respective day. DSD shall have the authority to change the log format at any time. DSD will address, in writing, any concerns within 5 business days of receiving the log.

SIERRA DETENTION SYSTEMS technicians shall be onsite at assigned locations, or at locations designated by the DSD, Monday through Friday between the hours of 6:00am to 2:00pm ("core hours"). DSD may change on-site technician hours. Any changes in hours shall be mutually agreed upon and communicated in writing. If service of the Maintained System is required outside core hours, SIERRA DETENTION SYSTEMS will coordinate with DSD.

All overtime shall be approved in writing by the TMU Manager prior to working overtime. Any work over 40 hours per Technician per week shall be charged at the appropriate overtime rate. Any billed overtime not previously approved in writing is considered unauthorized, and will not be paid.

During off hours, should overtime be required, the TMU Manager shall be responsible to make the call to Sierra Detention Systems' personnel. The TMU Manager has the authority to approve overtime as required to ensure that facilities remain operational.

Sierra will be responsible to provide written documentation and separate invoicing on hours, issues and actions related to the overtime call out from the TMU, who is responsible for ensuring compensation for the authorized overtime is processed in a timely manner.

At the end of each month, SIERRA DETENTION SYSTEMS shall provide the following items:
(1) Completed monthly log;
(2) SIERRA DETENTION SYSTEMS Checklist;
(3) SIERRA DETENTION SYSTEMS monthly report for compliance with production issues as well as maintenance and support.

The monthly report shall be provided to DSD assigned resource within seven (7) calendar days from first day of each month. The report shall provide the percentage of compliance to Service Level Agreements and Preventative Maintenance Support sections. In addition, the report shall provide a detailed list of SLA criteria and preventative maintenance with the start days/times and end days/times for each instance. This shall be calculated on a 24x7 basis. DSD shall have the authority to change the report format at any time. DSD shall schedule quarterly meeting to review the monthly reports for that quarter.

All work-orders requiring DSD sign-off, shall be provided to the TMU Manager within two (2) business days of work being completed and no invoice shall be submitted without a required sign-off by DSD. SIERRA DETENTION SYSTEMS shall invoice DSD within forty-five (45) calendar days of work being completed and DSD sign-off. Any additional supporting documentation requested by DSD, shall be provided by SIERRA DETENTION SYSTEMS within two (2) weeks of request. Upon receipt of invoice and any requested supporting documentation, DSD shall remit payment within forty-five (45) calendar days.

Table 1: Payment Matrix
Payment schedule based on Monthly Billing

Bill Cycle	Billing Month	Payment Amount ($)
1	Jan-18	$68,287.91
2	Feb-18	$68,287.91
3	Mar-18	$68,287.91
4	Apr-18	$68,287.91
5	May-18	$68,287.91

6	Jun-18	$68,287.91
7	Jul-18	$68,287.91
8	Aug-18	$68,287.91
9	Sep-18	$68,287.91
10	Oct-18	$68,287.91
11	Nov-18	$68,287.91
12	Dec-18	$68,287.99
13	Jan-19	$69,995.16
14	Feb-19	$69,995.16
15	Mar-19	$69,995.16
16	Apr-19	$69,995.16
17	May-19	$69,995.16
18	Jun-19	$69,995.16
19	Jul-19	$69,995.16
20	Aug-19	$69,995.16
21	Sep-19	$69,995.16
22	Oct-19	$69,995.16
23	Nov-19	$69,995.16
24	Dec-19	$69,995.24
25	Jan-20	$72,095.08
26	Feb-20	$72,095.08
27	Mar-20	$72,095.08
28	Apr-20	$72,095.08
29	May-20	$72,095.08
30	Jun-20	$72,095.08
31	Jul-20	$72,095.08
32	Aug-20	$72,095.08
33	Sep-20	$72,095.08
34	Oct-20	$72,095.08
35	Nov-20	$72,095.08
36	Dec-20	$72,095.08
37	Jan-21	$74,257.93
38	Feb-21	$74,257.93
39	Mar-21	$74,257.93
40	Apr-21	$74,257.93
41	May-21	$74,257.93
42	Jun-21	$74,257.93
43	Jul-21	$74,257.93
44	Aug-21	$74,257.93
45	Sep-21	$74,257.93
46	Oct-21	$74,257.93
47	Nov-21	$74,257.93
48	Dec-21	$74,257.93
49	Jan-22	$76,485.57
50	Feb-22	$76,485.57
51	Mar-22	$76,485.57
52	Apr-22	$76,485.57
53	May-22	$76,485.57
54	Jun-22	$76,485.57
55	Jul-22	$76,485.57
56	Aug-22	$76,485.57
57	Sep-22	$76,485.57
58	Oct-22	$76,485.57
59	Nov-22	$76,485.57
60	Dec-22	$76,485.57

Total		$4,333,459.96

The cost for all spare parts, equipment, labor and necessary travel time for maintenance and support for Maintained Systems in included in the monthly expense, excluding VizVox.

3. Service Level Agreement

SIERRA DETENTION SYSTEMS shall provide support of all Maintained Systems and hardware, excluding VizVox (M-2), in adherence with the SIERRA DETENTION SYSTEMS Service Level Agreement.

If there is a problem functionally or systematically, SIERRA DETENTION SYSTEMS shall identify or will be notified and will attempt to determine the root cause of the problem (e.g. server down, network down, pc problem, system/hardware malfunction) and engage the manufacturer or service provider if the problem resides with the application or hardware. SIERRA DETENTION SYSTEMS shall respond to incidents in accordance to the following Service Levels:

Service Level	DSD Notification Time	Service Response Time	Resolution Status Update Frequency	Service Resolution Time	Root Cause Analysis
Emergency	Within 5 minutes	Less than 10 min	Every 30 minutes	Within 2 hours	3 calendar days
High	Within 5 minutes	Less than 10 min	Every 1 hour	Within 4 hours	3 calendar days
Medium	Within 10 minutes	2 hours	Every Business Day	Within 10 Business days	3 calendar days
Low	Not Applicable	8 hours	Every 2 Business Days	Within 20 Business Days	Not Applicable

* There will be a two-hour Service response time for all High and Emergency Service Levels outside of the hours Monday through Friday 6am-2pm, weather permitting.

**Medium and low service level issues that occur on evenings or weekends will be completed the following business day (Monday through Friday), or as requested by DSD Command Staff. SIERRA DETENTION SYSTEMS shall charge in accordance to the per hour Overtime rate as cited in section 4 Projects of this document for any afterhours or weekend work on medium and low service level issues if approved by the TMU Manager.

Service Level refers to the category in which an issue is classified. SIERRA DETENTION SYSTEMS shall provide the initial classification of Service level per Service level guidelines below. Should there be a question during the initial classification, SIERRA DETENTION SYSTEMS shall select the more critical Service Level in question. DSD Command Staff reserves the right to classify an issue into one of the above Service levels as DSD sees fit. There shall be no adjustments to an issue Service Level by SIERRA DETENTION SYSTEMS without first consulting DSD Command Staff.

DSD Notification time refers to the maximum elapsed time for SIERRA DETENTION SYSTEMS to communicate possible issue to the TMU Manager after being notified of the problem by an end user.

Service Response time refers to the maximum elapsed time after problem logged for investigation and action by the SIERRA DETENTION SYSTEMS.

Resolution Status Update Frequency refers to the maximum time elapsed after issue has been initially logged before a status update is provided, in writing, to the Denver Sheriff Department. SIERRA DETENTION SYSTEMS will continue to provide written status updates to DSD within this frequency interval until issue resolved. If the issue is not directly the responsibility of SIERRA DETENTION SYSTEMS and SIERRA DETENTION SYSTEMS does not stay actively involved in resolution, it is necessary that DSD command staff have contacts for any individual and/or manufacturer involved to bridge the appropriate communication and status updates from manufacturer(s). Final

written status update shall follow confirmation of successful remediation and testing. Final written status shall include the Root Cause Analysis, if applicable.

Service Resolution Time refers to the objective for the maximum elapsed time after problem is logged for some sort of problem resolution to be provided. If the issue is not the direct responsibly of SIERRA DETENTION SYSTEMS and/or SIERRA DETENTION SYSTEMS is no longer actively involved, the resolution time shall be communicated to the necessary vendor(s) by DSD. Should delay in troubleshooting or restoring service due to DSD internal policy and procedures impacted, SIERRA DETENTION SYSTEMS shall not be held accountable and/or responsible for Service Resolution time. It is understood this may be a temporary fix to restore service until a Root Cause Analysis is complete with a proposed long-term resolution.

If the resolution includes, but not limited to any of the following actions, approval from DSD Command Staff is required prior to the following action being taken:

- Server Reboot
- Replacement of hardware (e.g. switches, servers, computers, etc.)
- Any required configuration
- Downtime of any system (or subset of system)
- Medium, High or Emergency Service Levels

Should approval from DSD be required prior to correction, SIERRA DETENTION SYSTEMS Resolution Time shall be considered met once the correction description and impact is provided to DSD for approval and coordination of timing. If no DSD approval is required, SIERRA DETENTION SYSTEMS Resolution Time shall be considered met once the correction is in place and service fully restored.

Root Cause Analysis (RCA) shall be completed for issues and be provided to the TMU Manager for distribution to the DSD Command Staff in accordance with the timeframe provided in chart above. The Root Cause shall include:

- Problem (what) – Capture specifics about the problem as well as the impact to the overall organization
- Analysis (why) – Layout of the cause and effect relationship of the incident.
- Solution(s) – Identify the specific actions that shall be taken to reduce the risk of a similar issue occurring in the future. Solution shall include and provide all options for resolution.

RCA's shall be provided to City for review. City will review solution recommendations and determine direction. SIERRA DETENTION SYSTEMS shall update and provide RCA to accommodate City requests for additional detail or clarification.

Root Cause shall also include day and time issue was identified, short term fix, and day and time service restored. All RCA's shall be documented and kept indefinitely by SIERRA DETENTION SYSTEMS. Root Cause Analysis timeframe shall begin following completion of Service Resolution Time.

Service Levels will be determined in accordance with the following:

Emergency

- Full system down
- Full system not functioning as expected (where an Impact to critical processes requires additional staffing or individuals to carry out the agencies mission)
- Critical hardware not functioning as expected (including but not limited to; ISCSI's, Switches, Servers, PC's in controlling mission critical functionality.)
- Critical hardware for one system defective
- Total loss of any controls (e.g. doors)
- Data corruption

High

- Inability to perform necessary functionality/actions without workarounds
- Program errors without workarounds
- Performance and/or functionality issues impacting day to day operations
- Impact to inmate and/or officer and public safety
- All security issues
- Hardware for one area defective
- System/terminals within one location (e.g. pod) not functioning as expected

- System/terminal within one location (e.g. pod) down
- Partial loss of any controls (e.g. doors)
- A serious error that is either a showstopper or of such importance as to radically effect the functionality of the system where core functionality is not available
- System does not meet expectations of vendor/manufacturer
- Product crashed or unexpectedly terminates
- Invalid Results
- Installation failure
- Performance characteristics render the product unusable
- Recurring issues (not due to inmate damage) that have been addressed by SIERRA DETENTION SYSTEMS multiple times within a week or multiple weeks within a month.

Medium
- System errors that have workarounds
- Performance issues not impacting critical or day-to-day processes
- Non-critical error or failure that does not hinder functionality

Low
- Aesthetic issues
- Recommendations for enhancements on system changes

A Monthly Report for all incidents shall be provided to the TMU Manager for review and distribution. Monthly reports shall include date and time issue was identified, Service Level, Response Time, Service Resolution date and time as well as Root Cause Analysis (if applicable). SIERRA DETENTION SYSTEMS shall provide any trending issues for the month. The monthly report shall evaluate compliance with the service guarantee and success rate criteria.

Uptime Guarantee.
For all calendar days, SIERRA DETENTION SYSTEMS guarantees that the core infrastructure will maintain a level of uptime equal to or better than 99% based on the two 9's standard. This is equal to having no more than 7h 18m 17.5s of downtime per month in any given quarter.

Core systems are identified as systems that support and provide the ability to manage, record and retain video, and manage access control. (PLC's, Servers, Switches and associated software).

Uptime does not roll over (for example, from month to month, or quarter to quarter) in order to build a 'bank' of uptime to levy against any unforeseen future events.

Exclusions:

1.   Any planned downtime of which SIERRA DETENTION SYSTEMS gives 24 or more hours' notice in accordance with the Agreement.
2.   Any unavailability caused by circumstances beyond SIERRA DETENTION SYSTEMS's reasonable control, including, without limitation, acts of God, flood, fire, earthquakes, civil unrest, acts of terror, strikes, or other labor problems (other than those involving SIERRA DETENTION SYSTEMS employees), or third-party Internet service or third-party solution provider failures or delays.

Either of the exclusions listed above will not be included in the downtime calculation (shall be considered uptime). SIERRA DETENTION SYSTEMS will calculate uptime after each calendar quarter, indicating weekly how much uptime occurred. SIERRA DETENTION SYSTEMS will communicate their calculation to the DSD TMU Manager for validation.

The City is entitled to credits against the next quarter's billing period, for not performing at the 99% uptime standard. The credit shall be spread out equally over the following quarter.

4. Remedies

Should SIERRA DETENTION SYSTEMS fail to meet SLA 99% success rate and service guarantee as set out above in a calendar month, the City shall be entitled to receive a credit against SIERRA DETENTION SYSTEMS's monthly billing in the following quarter as follows:
The percentage shall be rounded to the nearest .25%

Uptime	Service Credit percentage to be applied to City's monthly invoice for each affected quarter
100% to 99%	0%
98.99% to 97%	10%
96.99% to 95%	15%
94.99% to 93%	25%
92.99%	35%

For example: Should any maintained SIERRA DETENTION SYSTEMS system be down once for 7h 20 minutes on any given day in any quarter, the credit that the City would receive for 1 (one) downtime instance in the following quarter would be 10% of the monthly invoicing (based on the month's invoice that the outage occurred in), spread out equally over the following quarter. If there are multiple system outages, they are considered individual instances of outages.

Monitoring

SIERRA DETENTION SYSTEMS shall use a variety of tools and resources to monitor (i) the availability and performance of the products and services supported by SIERRA DETENTION SYSTEMS and (ii) the operation of the infrastructure and network components which fall within SIERRA DETENTION SYSTEMS support. SIERRA DETENTION SYSTEMS shall monitor all levels of the service infrastructure for CPU, memory, storage, database, and network components and remediate any deviations from optimal performance.

SIERRA DETENTION SYSTEMS Maintenance and Support Resources

Resources allocated to the City shall be knowledgeable of the product, DSD business processes and shall be fully capable of performing their duties as assigned. DSD may request assistance from SIERRA DETENTION SYSTEMS on-site technicians to assist in duties outside of their day to day duties during critical or emergency situations. Resources shall obtain and stay current on all applicable certifications for SIERRA DETENTION SYSTEMS supported systems at the City. In addition, any SIERRA DETENTION SYSTEMS employee who has access to any secured facility within the City, or access to any system used by the City, shall meet and comply with all City and/or DSD employee security requirements. Should a resource not be capable of fulfilling their responsibilities or successfully fulfill DSD security requirements, as determined by DSD, the city reserves the right to remove a team member (for any reasonable reason) from the production support team. If a SIERRA DETENTION SYSTEMS team member is removed SIERRA DETENTION SYSTEMS shall provide an equivalent or more capable resource and assign them to the support team in the same capacity as the previously removed resource. The new resource shall be provided to the City within 3 business days of the previous resource removal. Additionally, should a SIERRA DETENTION SYSTEMS technician be unavailable to work for two (2) or more consecutive business days, SIERRA DETENTION SYSTEMS shall provide a quality replacement (as described within SOW) by third business day.

Preventative Maintenance Service

SIERRA DETENTION SYSTEMS shall provide preventative maintenance services for the Maintained Systems installed by SIERRA DETENTION SYSTEMS for the following facilities:

1) Downtown Detention Center
2) Denver Courthouse (Lindsey Flanigan Courthouse)
3) County Jail
4) Wellington Webb Building specifically the 7th floor command center
5) Roslyn

5. Change Requests

Troubleshooting Guide

Within one hundred eighty (180) days of execution of the First Amendment, SIERRA DETENTION SYSTEMS shall develop and maintain a troubleshooting guide for on-site technicians for all SIERRA DETENTION SYSTEMS supported systems, hardware and infrastructure. Troubleshooting steps shall include vendor contact information, as well as an internal escalation plan. The troubleshooting guide shall be reviewed and updated by SIERRA DETENTION SYSTEMS, as applicable, and at least bi-annually.

Disaster Recovery

Within one hundred eighty (180) days of execution of the First Amendment, SIERRA DETENTION SYSTEMS shall develop and maintain a disaster recovery plan.

II . PROJECTS

The parties may determine that work to be performed is not part of general maintenance or routine and rises to the level of a "Project", requiring a City IT Project Manager. In these instances, "on-call" services will be required of SIERRA DETENTION SYSTEMS. SIERRA DETENTION SYSTEMS, under the general direction of, and in coordination with City's Manager of Safety, or other designated supervisory personnel (the "Manager"), shall diligently perform authorized on-call services within the scope of SIERRA DETENTION SYSTEMS's expertise. SIERRA DETENTION SYSTEMS will provide specialized professional services such as access control, video monitoring and directly related supporting projects for the City. The City shall authorize specific assignments for DSD by placing a written service order signed by the Manager and SIERRA DETENTION SYSTEMS (the "Order") describing in sufficient details the services and/or deliverables and rates to be provided. SIERRA DETENTION SYSTEMS shall faithfully perform the work in accordance with the standards of care, skill, training, diligence and judgment provided by highly competent individuals and entities that perform services of a similar nature to those described in this Agreement. SIERRA DETENTION SYSTEMS represents and warrants that all services will be performed by qualified personnel in a professional and workmanlike manner, consistent with industry standards; all services will conform to applicable specifications and as attached to the Order.

SIERRA DETENTION SYSTEMS On Call pricing is as follows:
Standard Rate
Project Managers & Technicians are 100.00
Engineers and programmers are 125.00 per hour

Overtime Rate
Project Managers and Technicians are 140.00
Engineers and programmers are 175.00 per hour

SIERRA DETENTION SYSTEMS agrees to the Project Management Responsibilities set out below:

1. SIERRA DETENTION SYSTEMS Project Management Responsibilities shall include:

   1) Coordinate the development of the project plan in consultation with the City project manager and team members.

   2) Manage, in conjunction with City PM, escalations where needed.

   3) Manage SIERRA DETENTION SYSTEMS resources and teams to ensure the timely delivery of items identified as "In scope".

4) Provide City with timely and detailed descriptions of the items identified as "City task".

5) Advise City of expected and approaching product end of life for any items identified as "In scope" within this SOW.

6) Advise City of the impact on the expected delivery dates of "City task" items when prerequisite tasks are advanced or delayed.

7) Monitor the progress of the Project, in conjunction with City PM, and advise City of risks to on-time completion.

8) Coordinate the completion and approval of change orders.

2. City Project Management Responsibilities shall include:

1) The timely delivery of items identified as "City task".

2) Advise SIERRA DETENTION SYSTEMS of expected delivery dates for items identified as "City task".

3) Ensure that change orders contain a full specification of the changes required.

4) Ensure that customizations are fully specified and documented.

5) Ensure that City team members have a clear understanding of their responsibilities to the project.

3. City Resources

The required City resources will be variable, based on:

1) The duration of the project.

2) The degree of internal City consultation.

3) The level of internal City agreement.

4. Milestones

The following milestones and SIERRA DETENTION SYSTEMS deliverables will be used as the framework for payment and Project acceptance. The following milestones and deliverables listed shall be followed unless otherwise agreed upon in writing. Each milestone shall be signed off by the City prior to moving forward with the next milestone. Projects include, but are not limited to, new implementations, upgrades and/or updates for all SIERRA DETENTION SYSTEMS owned and/or maintained hardware and/or software.

M01: Planning and Analysis

SIERRA DETENTION SYSTEMS shall assign a Project Manager who shall be available to the City. SIERRA DETENTION SYSTEMS's Project Manager (SPM) shall provide direction and control of SIERRA DETENTION SYSTEMS's (and manufacturer's) project personnel and to establish a framework for communication, reporting, procedural and contractual activity. During the planning and analysis phase the SPM shall be responsible for:

1) Review all Project documents with the City Project Manager.

2) Coordinate and manage the activities of SIERRA DETENTION SYSTEMS's (and vendor/manufacturer's) project personnel.

3) Maintain communications through the City Project Manager.

4) Survey and assist in documenting the City business processes and identify different documents that will need to be created as part of the deliverable.

Planning Deliverables:

1) SIERRA DETENTION SYSTEMS shall review and analyze the current procedures and business processes.
2) *Project Charter:* SIERRA DETENTION SYSTEMS, in coordination with the City Project Manager, shall assist in creating the initial Project Plan as needed to satisfy City's documentation, reporting and oversight requirements. The items that follow are subsections within the Project Charter template:
   a) Business Objectives – Shall list the high-level project objectives for this scheduling project.
   b) Scope Overview – Shall list the high-level goals for this scheduling project.
   c) Integrated Governance and Project Structure – Shall detail the key resources, roles and responsibilities sufficient to support project completion.
   d) Project Critical Success Factors – Shall list the key project factors that should be observed in order to deliver the project on time and within budget.
   e) Integrated Milestones – Shall list the high-level tasks necessary to fulfill the contractual obligations of the project.

3) The following planning related artifacts shall be created, in coordination with City Project Manager, by SIERRA DETENTION SYSTEMS:
   a) Risk Management Plan - Shall document and communicate known risks and evaluate potential risks in all phases of the project. The plan shall include mitigation strategies and establish the framework for identifying, managing and controlling risks. It shall also reflect risk definition, impact and probability.
   b) Integrated Project Plan (Work Breakdown Structure): SIERRA DETENTION SYSTEMS shall provide details on work that will be completed in each project phase, the amount of time expected to complete each task, and the staff or resources assigned to complete each task. At a minimum, this plan shall include an estimated but complete resource loaded schedule, including any constraints or assumptions.
   c) Project Directory: SIERRA DETENTION SYSTEMS and City shall list the resources and their contact information associated with the project.
   d) Risk Register: Risks will be discussed during weekly project meetings (including SPM, DSD, City PM and project team, etc.).
   e) Quality Management Plan – Shall define the steps / processes to be used to ensure a sufficient level of quality is maintained throughout the life of the project.
   f) Communication Plan – SIERRA DETENTION SYSTEMS shall assist in defining the steps / processes / tools available to communicate project information to DSD employees and City senior management. Communication to City employees is the sole responsibility of City.

M02: Installation

SIERRA DETENTION SYSTEMS shall install all software and/or hardware necessary. SIERRA DETENTION SYSTEMS shall work with the manufacturer to install the software on City owned and SIERRA DETENTION SYSTEMS managed hardware.

Installation(s)

SIERRA DETENTION SYSTEMS installers shall perform the following:

1) SPM will work with the City project manager and Denver Sheriff Department to schedule the installation.

2) SIERRA DETENTION SYSTEMS shall work with City project manager and Denver Sheriff Department to verify installation, including preparation for configuration.

3) Communicate any issues, risks, delay/advancement of schedule directly to SIERRA DETENTION SYSTEMS Project Manager and City Project Manager

4) SIERRA DETENTION SYSTEMS shall resolve any defects that occur in accordance with the testing terms set forth herein.

5) Documentation: Technical Software installation and configuration instructions, as applicable.

M03: Configuration

SIERRA DETENTION SYSTEMS, in coordination with manufacturer, shall be responsible for software configuration to ensure full functionality for the specify project.

1) Configure the software to meet City agreed requirements and standards.

2) Testing of the software configuration to ensure the software functions without defect.

M04: Testing

SIERRA DETENTION SYSTEMS shall include functional testing. This includes the development of a test plan that ensures the software substantially complies with the functional requirements and manufacturer's specifications. DSD shall provide acceptance for all testing prior to training and/or deployment.

1) SIERRA DETENTION SYSTEMS shall provide test scenarios and test cases.

2) SIERRA DETENTION SYSTEMS shall provide, in coordination with DSD, test cases for City to complete User Acceptance Testing

Unit, System and User Acceptance Testing Service Level Agreement

SIERRA DETENTION SYSTEMS shall be responsible for the unit testing and reviewing all functionality with the City if a test environment is available. SIERRA DETENTION SYSTEMS shall work with the City Project manager to define the acceptance testing requirements, scripts and acceptance criteria. SIERRA DETENTION SYSTEMS shall participate in resolution of items identified in unit/system and user acceptance testing. Any discrepancies not in alignment with the original requirements will need a mutually agreed upon resolution. SIERRA DETENTION SYSTEMS may be required to provide documentation.

Defects shall be classified in four severity categories (each with an associated SLA):
- Severity 1 – stoppage of additional testing (within a particular unit OR the system as a whole)
  - Bugs classified as severity 1 shall be the first focus of the vendor in terms of resolving. Severity 1 bugs shall be resolved within 24 hours.
- Severity 2 – impacting additional testing but a work around exists
  - Bugs classified as severity 2 shall be secondary focus of the vendor in terms of resolving. Severity 2 bugs shall be resolved within 72 hours.
- Severity 3 – not impacting additional testing but must be resolved and tested before launch
  - Bugs classified as severity 3 shall be third focus of the vendor in terms of resolving. Severity 3 bugs shall be resolved within 5 business days.
- Severity 4 – not impacting additional testing, and system may (if CCD agrees) be allowed to launch with the bug in place

- o These should be looked into only if there are no severity 1, 2 or 3 bugs still open.

SIERRA DETENTION SYSTEMS shall be accountable to the above service level agreements associated to each severity level.

The City reserves the right to classify a defect into one of the above categories as it sees fit. There shall be no adjustment to bug severity without first consulting the identified CCD Project Manager.

City shall test and/or sign off on defects as they are resolved. Defects shall not be closed out as resolved until written confirmation from City is obtained.

As a part of testing, SIERRA DETENTION SYSTEMS and City shall coordinate testing in a security capacity. Any and all security concerns/flaws shall be classified as defects.

Traditional application bugs (where the application does not perform as designed OR would be expected by a reasonable person to perform) shall be classified as defects.

SIERRA DETENTION SYSTEMS shall put forth their best effort to meet the above defined SLA's per severity level. Any and all exceptions to the above SLA's shall be communicated to the City Project Manager.   SIERRA DETENTION SYSTEMS shall provide just cause for the exception request and shall provide the timeline for the extension request (i.e. when they will deliver the resolution for the defect). The City shall consider each exception request and reserves the right to approve or reject such requests after reasonable consideration.

M05: Training

SIERRA DETENTION SYSTEMS shall provide training on any new software or as needed and requested by DSD. The training shall be designed and conducted to provide familiarization in all aspects of the Software by job function. Training shall be scheduled by mutual agreement between SIERRA DETENTION SYSTEMS and City.

1) Training will occur after successful completion of testing and all configurations have been finalized. Training will occur following agreed upon requirements are implemented and fully functional in the software and prior to deployment

2) Detailed course training materials will be provided by SIERRA DETENTION SYSTEMS to DSD or City designee. All training material shall be acceptable to DSD Command Staff.

3) SIERRA DETENTION SYSTEMS shall work with the City project manager and DSD to create a training class schedule that allows the City to continue to manage day to day operations during the period of training on the system.

4) SIERRA DETENTION SYSTEMS shall develop and provide user manuals to City with specific training based on each module. SIERRA DETENTION SYSTEMS shall provide one (1) hard copy of each training manual and one (1) electronic copy of each training manual in the Microsoft Word format. City may create as many copies of the training manuals as needed for its internal use only.

5) SIERRA DETENTION SYSTEMS shall provide training sessions to City-identified Staff. Training shall cover the essential concepts and standard navigation of the software, as well as end-to-end business processes.

6) All training shall be conducted against a City -specific solution.

7) All class room training shall be conducted on-site at City specified locations, or as mutually agreed upon.

8) The training approach shall be flexible enough to allow City to make adjustments to the participants and curriculum to achieve the greatest benefit for the training.

9) SIERRA DETENTION SYSTEMS shall submit to City for approval a class outline and training manual for all training, along with a time estimate to complete the sessions.

10) Qualified technical experts shall conduct all training. The instructor(s) shall have a thorough mastery of the specific subject matter involved and shall have the ability to impart information to others in easily understood terms and with City-specific scenarios.

11) SIERRA DETENTION SYSTEMS shall provide Quick Reference Guides, as needed, determined by City, no more than a total of two (2) pages in length, including graphics. One (1) Quick Reference Guide per job function shall be provided
    a) This can be online, in a printer friendly format.

12) SIERRA DETENTION SYSTEMS shall meet the following requirements for all training material:
    a) Shall be for the version of the Software that is being deployed.
    b) Shall be customized to include functionality per agreed requirements.

M06: Deployment

SIERRA DETENTION SYSTEMS shall successfully complete a full test prior to production deployment if a non-production environment mirroring production is available. A Deployment Plan will be developed prior to testing. This plan, created and approved by City, will detail the order and specific timeframes of the facilities that will be deployed. Therefore, this deliverable will be further defined once the Deployment Plan has been finalized.

1) After successful testing, SIERRA DETENTION SYSTEMS shall deploy software in the production environment

2) SIERRA DETENTION SYSTEMS shall fix defects in accordance with the unit, system and User Acceptance Testing SLA's.
3) SIERRA DETENTION SYSTEMS shall provide architecture diagrams, deployment documents, and software configuration documents.

M07: Final Acceptance – Operational Use

The final Acceptance will be based on successful implementation of the system. Successful testing entails that the system performs as per the agreed requirements. The following documents shall be provided by SIERRA DETENTION SYSTEMS to the City, unless fewer are requested by City. In addition, SIERRA DETENTION SYSTEMS shall be responsible for updating and maintaining documentation listed below as applicable. Should updates occur to documentation throughout the life of the product, SIERRA DETENTION SYSTEMS shall provide the most recent version to the City.

- Technical administration
- Software configuration
- Technical architecture diagram
  For Example:
  - i.   One line drawings
  - ii.   Technical architecture specific to future installations while documenting the as is and to be network status.
- Database setup and maintenance
- Application Administration Guide
- End-user day-to-day operation
- Job function Quick Reference Guides

Change Orders

Any changes to the agreed requirements, including changes requested by the City shall be managed through a change control system and the work to be carried out thereunder shall be separately quoted, agreed, and billed.

Changes include, but are not limited to: changes to any of the assumptions or responsibilities of the parties hereunder, failure to fulfill responsibilities listed within project to complete deliverables, additions to or deletions from the specifications, changes in time and place of performance, modifications to the scope or nature of the work to be delivered, or changes to the nature and quantity of a deliverable. Modifications must be required, justified and approved in advance by SIERRA DETENTION SYSTEMS and the City.

Acceptance Certificate

Client: City of Denver (The City)
Vendor: SIERRA DETENTION SYSTEMS Detention Systems
Initiated By: Denver Sheriff Department   Date: _____

Milestone Reference: _____   Type: ❏ Final

Description:

The above _____ has been reviewed by the City and fully meets all deliverables and requirements pertaining to its completion as outlined in the entirety of the Statement of Work (SOW) and is hereby considered as having passed the acceptance criteria specified by City.

_____   _____
City Representative   Date

_____   _____
City Project Manager   Date

_____   _____
SIERRA DETENTION SYSTEMS Project Manager   Date

Sample Change Order ("CO")

Project Name: SIERRA DETENTION SYSTEMS   **Change Control ID#:**
Submitter: **Submission Date**:

Type of Change: ☐ New   ☐ Deletion   ☐ Modification

Priority (L, M, H):

Subject of Proposed Change:
_____

(Check all that apply)   Documents Affected:
☐ Budget - Identify Amount: $ $0.00   ☐ Functional Requirements
☐ Schedule   ☐ Technical Specifications
☐ Resources   ☐ Test Plan/ Scenarios
☐ Scope of Work   ☐ UAT
☐ Contract Amendment   ☐ Operating Procedures
☐ Other   ☐ Other

Description of Requested Change:

Business/Technical Reason for Requested Change:

Description of Impacts (*including budget, schedule, staffing, test scenarios, design specs, etc):*

Level of Effort: Resource   Resource

Description of Required Documentation Changes:

Recommendations:

_____

Change Request Disposition:

☐ Approved as Requested   ☐ Approved with Modification   ☐ Hold More Analysis Required

☐ Deferred / Future   ☐ Denied   Reason for Denial or Description of Modification:

Signatures:
To the extent that this change order may directly conflict with the SOW, the terms of this CO shall control. This CO may be executed in one or more counterparts, each of which shall be deemed an original, but all of which taken together shall constitute one and the same instrument. Confirmation of execution by electronic transmission of a facsimile signature page of this CO shall be binding. The parties have executed this CO as of the Change Order Effective Date above.

Authorized By: _____ Title: Date:
                  SIERRA DETENTION SYSTEMS, LLC

Authorized By: _____ Title: Date:
                  Denver Sheriff Department

Authorized By: _____ Title: Date:
                  Technology Services

Exhibit B – SIERRA DETENTION SYSTEMS Checklist

SIERRA DETENTION SYSTEMS CHECKLIST

Monthly	Quarterly	Semi-Annual/Annual
☐ Daily observation of all Harding DCC and DCE equipment (Intercom) ☐ Monthly test and verification of all cameras tied to card access or other systems ☐ Submit Weekly Log to DSD Command Staff, or designee	☐ Quarterly provide manufacturer specifications and lifecycle ☐ Quarterly provide maintenance support schedules ☐ Confirm equipment/hardware and software are on most recent versions and specifications within 6 months from latest release (unless otherwise approved by DSD) ☐ Quarterly provide and DSD review manufacturer/vendor technical and support documentation ☐ Verify adequate spare parts inventory system at facility	☐ Colorado Electrical Contractors licenses on record and recent with facility each year (annual requirement) ☐ SIERRA DETENTION SYSTEMS shall verify and replace all PLC batteries. These shall be certified and change every six (6) months as needed but no longer than 3 years, unless otherwise agreed upon ☐ Semi-Annually complete lock maintenance (inspection and lubrication) Parts not included

Enterprise Architecture Technology Standards

Our Vision
We will become the nation's model for delivery of technology,
media, and contact center services for local government.

DENVER TECHNOLOGY SERVICES

Purpose

This Enterprise Architecture Technology Standards document provides the City and County of Denver a framework to mature governance effectiveness and improve service delivery through technical standards.

All listed hardware and software specifications represent the City supported configurations for current and future environments (roughly 6 months).

If the service being proposed does not meet the technical specifications provided in this section, proposals may be submitted; however, a technology exception waiver must be applied for and granted by the Technology Services Leadership Team as a term and condition of the contract. If future compliance is planned (i.e., in a future release of the proposed software or system) please note that clearly in the waiver and in the proposal.

Section I. End User Devices

1-CCD-01 Desktop, Workstation and Laptop Hardware

The following specifications are based on the City's existing systems and represent the expected maximum hardware specification for a given class of hardware. These specifications serve as a reference for current and future hardware environment states.

Bid / Hardware Class	2007 - 2013				2015 – 2018+						
	Basic PC	Advanced PC	WorkStation PC	Standard Laptop	Basic PC	Advanced PC	Workstation PC	Standard Laptop	UltraBook	Workstation Laptop	Tablet
Intel E2140, 1.6GHz	•										
Intel Xeon 5130, 2.0 GHz		•									
Intel Dual-Core Xeon 5160, 3.0 GHz			•								
Intel Core 2 Duo T7100, 1.8 GHz				•							
Intel Quad-Core i5-4590, 3.30 GHz					•						
Intel Quad-Core i7-4790, 3.60 GHz						•					
Intel Xeon Processor E5-2603 v2 Four Core E6-2630, 1.8GHz							•				
4th Gen Intel Core i5-4310U, 2.0GHz, 3M Cache								•			
4th Gen Intel Core i7-4600U, 2.1GHz, 4M Cache									•		
Intel Core i7-4810MQ Processor Quad Core 3.80GHz										•	
Intel Core i3 4020Y Processor 3MB Cache, 1.5 GHz Dual-Core											•
RAM (GB)	2	2	4	2	4	8	16	4	8	8	4
ATI Radeon X300	•										
nVidea Quadro FX 3450, 256 MB		•	•								
Intel X3100 Integrated				•							
AMD Radeon R5 240, 1GB, Half Height, DP & DVI					•						
AMD Radeon R5 240, 1GB, Full Height, DP & DVI-I						•					
Intel Integrated HD Graphics 4400							•	•	•		
Intel GT2 Graphics											•
AMD FirePro M5100 w/2GB GDDR5										•	
OptiPlex 3040 Desktop Intel® Core™ i5-6500 Processor (Quad Core, 6MB, 4T, 3.2GHz, 65W)										X	
Latitude E5570 Intel® Core™ i5-6300HQ (Quad Core, 2.3GHz, 6MB cache)									X		
Surface Pro 4 8GB 256GB i5											X

1-CCD-02 Device Software

The City and County of Denver installs and maintains a standard set of software on all desktops and laptops. All software that is acquired by the City and County of Denver must be compatible with the expected environment.

Software Type	Software Name	Technical Requirement
Operating System	Microsoft Windows	Win 7 Professional SP1 64-bit Win 10 Version 1511 and above
Browsers	Internet Explorer	Current Release
	Google Chrome	Current Release
Office Suite	Microsoft Office	O365 Office 2016
Software Framework	Microsoft .NET	Current Release
Java	JRE	Current Release
Adobe	Acrobat Reader	Current Release
	Flash Player	Current Release
	Shockwave	Current Release
Multimedia Framework	HTML 5	Current Release
External Drives	McAfee Encryption	Current Release

1-CCD-03 Mobile Devices

The City and County of Denver supports the following mobile devices. Any software that is intended to run on mobile devices should support the following specifications.

Device	Technical Requirement
iPhone	Current Release
iPad	Current Release

Android	Current Release
Windows Phone	Current Release

1-CCD-04 Special Purpose Devices

The following specifications represent the expected maximum hardware specification for that class of hardware.

Denver Police Department

Hardware Class	Technical Requirement
Processor	Intel Core i5 2.0 GHz 3MB Cache
Memory/Storage	8 GB RAM 256 GB SSD
Display	10.1" WUXGA LED Backlighting Capacitive multi touch w Active Stylus Pen Sunlight Readable 800 Nits
Interface	RFID Reader (UHF 900MHz EPC Gen 2) Magstripe Reader Docking connector
Wireless	Wi-Fi 802.11a/b/g/n/ac Bluetooth v4.0 Integrated 4G LTE with GPS
Durability	MIL-STD-810G/IP65
Warranty	3 Year

Section II. Infrastructure

2-CCD-01 Communications (Networks, Voice, Video)

Available by Consultation

2-CCD-02 Compute

Type	Name	Technical Requirement
Server Hardware	Cisco	UCS
	Oracle	PCA

2-CCD-03 Virtualization

Type	Name	Technical Requirement
Platform	VMWare	ESX 6.0.0
Client	VSphere client	6.0.0
Platform	Oracle VM	Current Release

2-CCD-04 Server Operating System

Type	Name	Technical Requirement
Microsoft	Server	2012 R2
Linux	Red Hat	7 Update
Linux	Oracle	7

2-CCD-05 Storage

Type	Name	Technical Requirement
Backup	CommVault	V10 SP11
File	EMC Isilon	ADC-DAC
Block	EMC Xtreme IO	OneFS

2-CCD-06 End User Device Management

Type	Name	Technical Requirement
Microsoft	System Center Configuration Manager	2012 R2 SP1
IBM	BigFix	9.5

Section III. Infrastructure Services

3-CCD-01 Enterprise Application Control

Type	Name	Technical Requirement
F5	Big IP	12

3-CCD-02 Domain services (Active Directory, DHCP)

Type	Name	Technical Requirement
Microsoft	DNS	Dynamic DNS Static for Non –Windows Devices
Microsoft	DHCP	IPAM Capable
Microsoft	Active Directory	2008 R2 Schema – Not Forest Functional Level

3-CCD-03 Identity management

Type	Name	Technical Requirement
Microsoft	Active Directory	2008 R2 Schema – Not Forest Functional Level
		Multiple Domain support
	Directory Schema Version	47
Oracle (OIM)	Oracle Identity Manager	11g R2 PS3
	Oracle Access Manager	11g R2 PS3
	Oracle Virtual Directory	11g R2 PS3
	Oracle Internet Directory	11.1.1.4.0

3-CCD-04 Data Center

Type	Name	Technical Requirement
Industry	Telecommunications Labeling	TIA-606-B
Industry	Telecommunications Infrastructure Standard for Data Centers	TIA-942-A

3-CCD-05 Event Monitoring

Type	Name	Technical Requirement
Open Source	Op5	Nagios compliant

Section IV. Applications

4-CCD-01 Middleware

Type	Name	Technical Requirement
Microsoft	IIS	8.5
Oracle	WebLogic	12.C
Apache	Tomcat	7.X
Oracle	IDM	12C
Oracle	ODI	12C
Oracle	OBIEE	12C
SAP	Crystal Reports	2013
SAP	BOE	4.2
Oracle	SOA	12C

4-CCD-02 Database

Type	Name	Technical Requirement
Microsoft	SQL Server	2014/2016
Oracle	Oracle	12C R2

4-CCD-03 GIS

Type	Name	Technical Requirement
ESRI	ArcGIS	10.4.1

4-CCD-04 9-1-1

Type	Name	Technical Requirement
Computer Aided Dispatch (CAD)	TriTech Software Systems	V 5.5.22

Voice Recording	Verint	V 5-SP3
Work Force Management (WFM)	Verint	V 15.1

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