STATEMENT OF WORK

COMPUTER HARDWARE MAINTENANCE SERVICES
# TABLE OF CONTENTS

1.0 INTRODUCTION ............................................................................................................... 3  
2.0 MANDATORY MINIMUM REQUIREMENTS........................................................................ 3  
3.0 WORK TO BE PERFORMED .......................................................................................... 3  
4.0 DEPARTMENT WORK SITES .......................................................................................... 4  
5.0 PARTS AND INSTALLATION .......................................................................................... 4  
6.0 MAINTENANCE AND REPAIR LOG AND DATABASE................................................. 5  
7.0 RESPONSE TIME ......................................................................................................... 6  
8.0 MIXED EQUIPMENT/MAINTENANCE ENVIRONMENT .............................................. 8  
9.0 PARTS INVENTORY AND AVAILABILITY ..................................................................... 8  
10.0 PROBLEM ESCALATION PROCESS .......................................................................... 8  
11.0 MAINTENANCE, TESTING, AND DIAGNOSTICS ..................................................... 10  
12.0 PREDICTIVE AND PREVENTATIVE MEASURES ..................................................... 10  
13.0 CONTRACTOR RESPONSIBILITIES ........................................................................... 11  
14.0 SITE AVAILABILITY .................................................................................................... 11  
15.0 REQUIRED REPORTS .................................................................................................. 11
1.0 INTRODUCTION

This Exhibit A, Statement of Work (SOW), defines the scope of work to be performed by the Contractor for the Los Angeles County Sheriff’s Department (Department) Hewlett-Packard (HP) computer hardware maintenance.

2.0 MANDATORY MINIMUM REQUIREMENTS

The qualified Contractor must meet the following mandatory minimum requirements in addition to demonstrating their ability to successfully provide the required services outlined in Exhibit A, Statement of Work

2.1 The System Engineers, who perform hardware support, must have five (5) years minimum experience maintaining Tandem / HP NonStop™ computer hardware, terminals, associated peripherals and communication equipment in Exhibit A, Statement of Work.

2.2 The Project Manager, who manages the hardware maintenance contract, must have five (5) years of experience managing computer hardware maintenance service contracts equivalent to those described in Exhibit A, Statement of Work.

3.0 WORK TO BE PERFORMED

3.1 For all equipment listed in Exhibit B, Equipment Maintenance Price List, of this Agreement, Contractor shall furnish on-call maintenance, on-site repair, and on-site exchange, as required by the Department, during the Normally Scheduled Maintenance Service Period, defined as those hours during which Contractor provides standard, on-call maintenance service, as further defined in Response Time, of this Exhibit A, SOW.

3.2 Normally Scheduled Maintenance Services shall include:

3.2.1 Provide on-call remedial maintenance as required in response to calls placed by the Department.

3.2.2 Provide scheduled preventive maintenance (PM), based on the service requirements specified by the equipment manufacturer or as jointly scheduled by the County Project Manager and Contractor Project Manager. PM shall include, but not be limited to, adjustments, lubrication, cleaning, and replacement of defective parts.

3.2.3 Provide an exchange unit, if the equipment needs to be removed from the Department site for repair. Equipment that is a Department fixed asset and is so identified, or has any other Department identification number, and that has been removed by Contractor, must be returned by Contractor to the Department when repairs have been completed, or at such time the equipment is declared uneconomical to repair by Contractor.
3.2.4 Provide maintenance materials, tools, documentation, site management guide, diagnostics, and test equipment necessary for the maintenance services described herein; such items at all times to remain the property and responsibility of Contractor.

3.2.5 Provide remote diagnostic services for those Department sites which have equipment installed to receive remote diagnostics.

3.2.6 Provide de-installation and reinstallation of equipment that the Department determines needs to be moved with 15 days prior notice that a move is required. Contractor shall pay for labor and materials during movement of equipment.

4.0 DEPARTMENT WORK SITES

4.1 Department work sites and their locations are listed in Exhibit B, Equipment Maintenance Price List. Sites may be added or deleted to the Exhibit B, Equipment Maintenance Price List, of the Agreement, is subject to review and approval by the County Project Manager and Contractor Project Manager utilizing a Change Notice as described in Section 9.4 Change Notices and Amendments as defined in Section 3.0 Definitions Subsection 3.1, of the Agreement.

4.2 Contractor is responsible for all travel expenses and equipment transportation to all the Department work sites listed in Exhibit B, Equipment Maintenance Price List, including the Avalon site.

5.0 PARTS AND INSTALLATION

Contractor shall provide and bear both the cost of parts consumed through normal wear and tear, and the cost of labor required to maintain the Tandem / HP Integrity NonStop™ computer hardware Trademark of Hewlett-Packard 2014) in accordance with the service provisions hereof. Contractor shall include replacement of parts as necessary, as determined by County Project Manager and Contractor Project Manager, in order to conform with the warranty provisions hereof. Maintenance parts, may be new standard parts produced by the manufacturer or refurbished used parts produced by the manufacturer or Contractor. Contractor will provide the Department with a minimum sixty (60) days advance notice when Contractor has determined that replacement parts are unavailable for Tandem / HP Integrity NonStop™ computer hardware listed in Exhibit B, Equipment Maintenance Price List, of this SOW.
5.1 Contractor shall provide parts for the Tandem / HP Integrity NonStop™ processors and peripheral equipment listed in Exhibit B, Equipment Maintenance Price List, of this SOW, within one (1) day under minimal non-impact conditions. Contractor shall provide parts for processors and peripheral equipment within two (2) hours from problem determination when the County Project Manager determines a major and/or critical condition exists.

6.0 MAINTENANCE AND REPAIR LOG AND DATABASE

6.1 Contractor shall maintain a written maintenance and repair log. Contractor shall provide County Project Manager with a copy of such log on a monthly basis, by the 15th calendar day of the following month. The maintenance and repair log shall include:

6.1.1 Each incident of hardware defect or malfunction by site, equipment/product item and serial number.

6.1.2 Date, time, and duration of all maintenance work performed (remedial and preventive maintenance).

6.2 Contractor shall aggregate the information in maintenance and repair logs into monthly management reports as set forth in Section 15, REQUIRED REPORTS, of this SOW.

6.3 Contractor shall maintain a computerized database of all equipment listed in Exhibit B, Equipment Maintenance Price List, of this SOW, by model number, description, system serial number, address of the Department site at which the item of equipment is installed, and telephone number at such address. Contractor shall keep database current at all times during the term of the Agreement by adding and deleting entries as additions and deletions of equipment occur through the Change Notice process, as described in Exhibit B, Section 9.4 Change Notices and Amendments, of the Agreement. This list shall be submitted to the County Project Manager on a monthly basis by the 15th calendar day of the following month.
7.0 RESPONSE TIME

Contractor response time and work hours for normally scheduled maintenance services, are as follows, except as provided in Section 11.0 of this SOW.

7.1 Normal hours of service for this SOW are 9:00 a.m. to 5:00 p.m. Monday through Friday.

7.2 Contractor shall respond to the Sheriff Communication Center (SCC) located at 1277 N. Easter Ave, Los Angeles CA 90063, within two (2) hours of Department determination that on-site assistance is required, to provide critical and major maintenance service for Tandem / HP Integrity NonStop™ computer hardware and operating system software on the system host K20000 computer.

7.3 Contractor shall respond to remote Department stations and facilities within two (2) hours of Department determination to require on-site assistance, seven days per week, to provide critical and major maintenance service for Tandem / HP Integrity NonStop™ computer hardware and OS software residing on remote K2000 computers, excluding station terminals and printers.

7.4 Contractor shall respond to SCC to provide remedial maintenance service within four (4) hours between the hours of 9:00 a.m. to 5:00 p.m., Monday through Friday, for the Tandem / HP Integrity NonStop™ K2000 DET Station Simulation System, KDV K2000 Development System, and DEV K2000 Development System.

7.5 Contractor will be capable of responding to two (2) calls for major and/or minor remedial service simultaneously while maintaining all other response time requirements as specified in this Section 7.0, Response Time.

7.6 In the event the County Project Manager requests remedial maintenance service outside the hours described in Section 7.0, RESPONSE TIME, of this SOW, the Contractor shall respond within four (4) hours or another mutually agreed upon response time.

7.7 Qualified Contractor personnel, who have met the mandatory minimum requirements as specified in this Section 2.0, shall diligently undertake to correct all problems noted and to restore equipment to good working order until such equipment is satisfactorily repaired, as determined by County Project Manager and Contractor Project Manager.

7.8 Department reserves the right to refuse access to sites. This will not be considered as failure by Contractor to meet the Agreement response times.

7.9 In all cases where Contractor has been called to provide remedial maintenance service at a remote Department station or facility, Contractor shall notify (either via phone or by email) the Department Communication Center, Mobile Digital Communications System (MDCS) computer operations staff, upon arrival and at the time the repair is complete.
8.0 MIXED EQUIPMENT/MAINTENANCE ENVIRONMENT

8.1 Thirty (30) days after commencement of the Agreement, Contractor shall develop and submit to the County Project Manager a detailed maintenance plan that complies or exceeds the following requirements:

8.2 Contractor must acceptance responsibility and accountability in the event that Contractor must work with other hardware and/or software vendors. The maintenance plan must detail how the Contractor will work with other vendors to resolve problems with hardware and/or software that are connected to, controlled by, or dependent on equipment and/or software under warranty or maintenance by other vendors. The County Project Manager will assess how well this portion of the maintenance plan will avoid or resolve potential disputes so that there is no impact to the service levels provided to the Department. The County Project Manager will notify the Contractor Project Manager of any deficiencies in writing and recommend corrective action as needed.

9.0 PARTS INVENTORY AND AVAILABILITY

Contractor must supply replacement parts for all of the equipment listed in Exhibit B, Equipment Maintenance Price List, of this SOW. All such parts shall meet all current Tandem / HP Integrity NonStop™ performance standards and specifications.

9.1 Contractor will maintain a depot stocking location to support the Department. Parts will not be stocked at any Department sites or facilities.

9.2 The cost of all parts is included in Exhibit B, Equipment Maintenance Price List, of this SOW, except as stated in Section 14.0 Contractor Responsibilities, Paragraph 13.2, of this SOW, or by Change Order, as defined in Exhibit B, Section 8.4 Change Notices and Amendments, of the Agreement.

10.0 PROBLEM ESCALATION PROCESS

The Contractor shall implement and maintain the following problem escalation process under the Agreement:

10.1 To initiate assistance for a technical issue or a suspected problem, Department Communication Center (SCC), Mobile Digital Communications System staff will contact the Contractor Support Center (CSC), defined as a Contractor Support Center which will operate 24 hours a day, seven (7) days a week, 365 days a year and may be reached by telephone, e-mail, web and/or system dial-out. The CSC will ask for the Tandem / HP Integrity NonStop™ system number, company name, and a brief description of the problem and severity level. Department Severity levels are classified as follows:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>An entire system is down or at risk</td>
</tr>
</tbody>
</table>
### Severity Level | Explanation
--- | ---
Major | System or application is interrupted and there is a risk of recurrence
Minor | An irritating problem is encountered that has minimal impact upon business operation
No Impact | General questions or specific information required

10.2 The dispatch agent will assign a case number to ensure the support and tracking of the request. The call will then be routed to a support analyst in the CSC who will acknowledge within the following time frames:

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Acknowledge Time</th>
<th>Acknowledge Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Business Hours</td>
<td>Non-Business Hours</td>
</tr>
<tr>
<td>Critical</td>
<td>10 minutes</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Major</td>
<td>10 minutes</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Minor</td>
<td>2 hours</td>
<td>Next business day</td>
</tr>
<tr>
<td>No Impact</td>
<td>4 hours</td>
<td>Next business day</td>
</tr>
</tbody>
</table>

10.3 The CSC support analyst will work to solve the problem online, where appropriate. The CSC support analyst will work with the Department Help Desk located at SCC to analyze and determine the cause of the hardware or operating system failure. If the CSC resources are unable to correct the issue online, then a Contractor Customer Engineer (CE) shall be dispatched to the site. Contractor Customer Engineer is defined as a Contractor technician who provides technical services and/or post-sales support for hardware. The CE is available to assist in problem determination and to replace failing hardware components. CE also installs and maintains hardware along with maintaining the operating system software and performs preventive maintenance.

10.4 The CSC support analyst will provide previously gathered diagnostic information necessary for identifying the failed or defective part or component, or operating system software issue, and will provide that information to the CE to facilitate the right part, software, or component that need to be brought to the site. Once onsite, the CE will take whatever actions are needed to quickly resolve the service issue.

10.5 In addition to automatically escalating problems, the Contractor CE will provide an on-going assessment of the existing condition and estimations of probable resolution and may implement actions deemed appropriate to resolve the problem by engaging resources outside of the Contractor employ. Use of any outside resources to resolve such a problem will not be billable to the County.

10.6 In the event that a Tandem / HP Integrity NonStop™ computer hardware product becomes inoperable or experiences repeated failures over a two day period of time, and both County Project Director and Contractor Project Manager agree that the situation is beyond the limits of tolerable failure events, Contractor will:
10.6.1 Refurbish, overhaul or rebuild the equipment and provide a temporary substitute for each unit of such equipment, or:

10.6.2 Mechanically replace the equipment or defective component/field replaceable unit, or;

10.6.3 Take such action to remedy the situation as Contractor deems necessary and mutually agreed to in writing by the County Project Director.

11.0 MAINTENANCE, TESTING, AND DIAGNOSTICS

Contractor will provide and maintain all available Tandem / HP Integrity NonStop™ maintenance and/or diagnostic utilities and hardware in perform diagnostics on the Department’s Tandem / HP Integrity NonStop™ computer hardware and the operating system software.

Contractor maintenance, testing, and/or diagnostic utilities and hardware shall include, but not be limited to:

11.1 System ability to dial automatically to the CSC when problems occur for equipment listed on Exhibit B, Equipment Maintenance Pricelist, of the Agreement, wherever Department telephone support is enabled.

11.2 Maintenance, testing, and/or diagnostics which operate onsite or remotely via an electronic link.

11.3 As requested by County Project Manager, ability to monitor equipment listed on Exhibit B, Equipment Maintenance Pricelist, of the Agreement and their various components to diagnose possible problems before they occur.
12.0 PREDICTIVE AND PREVENTATIVE MEASURES

12.1 Contractor will evaluate the current micro-code revision levels existing on the Tandem / HP Integrity NonStop™ computer hardware systems and identify any requirements for updates. The County Project Manager is responsible to update the micro-code.

12.2 If a micro-code incompatibility is identified by Contractor at the time of a repair activity resulting in a component replacement, the Contractor is responsible to load the correct compatible micro-code.

12.3 Contractor will perform Preventative Maintenance (PM), as defined in Section 3.0 Definitions, Subparagraph 3.12, of the Agreement, on a quarterly basis on the individual Department systems and on a monthly basis on the central host production system located at the SCC facility.

13.0 CONTRACTOR RESPONSIBILITIES

13.1 Contractor shall, at its sole cost and expense, maintain an office within Los Angeles County. Contractor Project Manager shall be located in this office.

13.2 Contractor shall maintain, at its sole cost and expense, a toll-free telephone number at which Contractor employees shall receive and respond to Department service and/or trouble calls. In addition, Department shall, by use of this telephone number, have ready access to the status of previous Department service and/or trouble calls. The toll-free telephone number shall be provided, at Contractor sole cost and expense, on a twenty-four (24) hours per day, seven (7) days per week, and three hundred sixty-five (365) days per year basis. Such number shall be answered by an employee of Contractor. In no event shall such number be an answering service, voice mail, or recorded message.

13.3 Contractor personnel will have the skills necessary to maintain equipment with any new maintenance requirements created through the Department acquisition or upgrade of Tandem / HP Integrity NonStop™ equipment. Department will advise the Contractor in advance of any new Tandem / HP Integrity NonStop™ equipment it intends to acquire. Contractor, at its sole expense, will provide the necessary training for its personnel to maintain the new equipment.

14.0 SITE AVAILABILITY

During the term of the Agreement, Contractor will be provided access to Department work sites during the hours specified and agreed to in Section 6.0 Response Time, of this SOW. Should Contractor require access at other times, Contractor must notify the County Project Manager or designated representative at least two (2) business days in advance. This advance notice is necessitated by Department security requirements, and allows Department to schedule personnel to accompany and/or aid Contractor. The advance notice may be waived at the sole discretion of the County Project Manager or designated representative.
15.0 REQUIRED REPORTS

15.1 Contractor shall provide monthly management reports concerning the services provided for the Department to the County Project Manager within fifteen (15) calendar days after the end of the calendar month. Each report shall include, but not be limited to the following information:

15.2 All equipment for Department by equipment type:

   15.2.1 Number of problems reported;
   15.2.2 Mean time to effect response at Department work site;
   15.2.3 Mean time to repair, for repair completion;
   15.2.4 Average length of time equipment was out of service;
   15.2.5 Number of problems not repaired within one (1) service coverage day of the problem being reported to Contractor, compared to the total number of problems; and
   15.2.6 Equipment failing more than once per month, including equipment identification, location, number of failures and failure dates.

15.3 Equipment by individual Department work site/computer system number:

   15.3.1 Identification of work site location and system number;
   15.3.2 Number of problems reported;
   15.3.3 Mean response time to Department work site;
   15.3.4 Mean time for repair completion;
   15.3.5 Average length of time equipment was out of service;
   15.3.6 Number of problems by equipment type; and
   15.3.7 Equipment by Department work site failing more than once per month, including equipment identification, number of failures, failed item (example CPU, Power Supply, RAM etc) and failure dates and times.