

**SERIAL 06126 RFP TELECOMMUNICATIONS, NETWORK SECURITY AND PUBLIC
SAFETY RADIO STRATEGIC TECHNOLOGY ASSESSMENT**

DATE OF LAST REVISION: March 13, 2008

CONTRACT END DATE: March 31, 2009

CONTRACT PERIOD THROUGH MARCH 31, ~~2008~~ 2009

TO: All Departments

FROM: Department of Materials Management

SUBJECT: Contract for **TELECOMMUNICATIONS, NETWORK SECURITY AND PUBLIC
SAFETY RADIO STRATEGIC TECHNOLOGY ASSESSMENT**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **April 04, 2007 (Eff. 04/ 05/ 2007)**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

LC/mm
Attach

Copy to: Materials Management
Deborah Overton, MCSO
Stephen Wetzel, Office of Enterprise Technology
Christopher Ayafor, Office of Enterprise Technology
Chris Baldwin, Office of Enterprise Technology



CONTRACT PURSUANT TO RFP

SERIAL 06126-RFP

This Contract is entered into this 4th day of April, 2007 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and Telecom Resources, International, an Arizona corporation ("Contractor") for the purchase of Consulting services.

1.0 TERM

- 1.1 This Contract is for a term of One (1) year, beginning on the 5th day of April, 2007 and ending the 31st day of March, ~~2008~~ **2009**.
- 1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for additional terms up to a maximum of One (1) year, (or at the County's sole discretion, extend the contract on a month to month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A". Payments shall be made monthly based on completed sub-tasks completed and accepted for that month, less a 20% retainage.

All approved Change Orders will be paid at the time of completion and acceptance less the 20% retainage.

The 20% retainage will be paid in full at the completion and acceptance of each Major Task and all underlying sub-tasks applicable to and as identified in Exhibit A – Pricing.

- Task 1 – Telecommunications
- Task 2 – Enterprise Information Technology Review
- Task 3 – Public Safety Radio
- Task 4 – Common Tasks and Other Required Deliverables

Change Order retainage will be payable upon completion and acceptance of the Change Order Task.

- 2.2 Payment shall be made upon the County's receipt of a properly completed invoice. Invoices shall contain the following information: Contract number, purchase order number, item numbers, description of supplies and/or services, sizes, quantities, unit prices, extended totals and any applicable sales/use tax.

2.3 INVOICES AND PAYMENTS:

2.3.1 **The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:**

- 2.3.1.1 Company name, address and contact
- 2.3.1.2 County bill-to name and contact information
- 2.3.1.3 Contract Serial Number
- 2.3.1.4 County purchase order number
- 2.3.1.5 Invoice number and date
- 2.3.1.6 Payment terms
- 2.3.1.7 Date of service or delivery
- 2.3.1.8 Quantity (number of days or weeks)
- 2.3.1.9 Description of Purchase (product or services)
- 2.3.1.10 Pricing per unit of purchase
- 2.3.1.11 Extended price
- 2.3.1.12 Mileage w/rate (if applicable)
- 2.3.1.13 Arrival and completion time (if applicable)
- 2.3.1.14 Total Amount Due

Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

2.3.2 Payment will be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document (www.maricopa.gov/finance/).

2.3.3 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

2.4 TRAVEL

All travel related to this project shall be in accordance with the Maricopa County Travel Policy attached herein as Exhibit B-2

Billable travel expenses shall be paid Monthly at cost, in compliance with Maricopa County travel guidelines and not be subject to retainage.

3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in Exhibit “B.”
- 3.2 The Contractor shall perform services at the location(s) and time(s) stated in Exhibit “B,” or as otherwise directed in writing.
- 3.3 During the Contract term, County shall provide Contractor’s personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION:

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

4.2 INSURANCE REQUIREMENTS:

Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

Contractor is required to procure and maintain the following coverages indicated by a checkmark:

4.2.1 Commercial General Liability.

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

4.2.2 Automobile Liability.

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

4.2.3 Workers' Compensation.

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

4.2.4 Certificates of Insurance.

4.2.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

4.2.4.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.5 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County
Department of Materials Management
Attn: Director of Purchasing
320 West Lincoln Street
Phoenix, Arizona

For Contractor:

Telecom Resources International, Inc.
Victoria Thomas
7119 E. Shea Blvd. #109-486
Scottsdale, AZ. 85254
408-391-3800

4.6 REQUIREMENTS CONTRACT:

4.6.1 Contractor signifies its understanding and agreement by signing this document that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made (minimum or maximum). Orders will only be placed when County identifies a need and issues a purchase order or a written notice to proceed.

4.6.2 County reserves the right to cancel purchase orders or notice to proceed within a reasonable period of time after issuance. Should a purchase order or notice to proceed be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor. The County will not reimburse the Contractor for any avoidable costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order or notice to proceed.

4.6.3 Contractor agrees to accept oral cancellation of purchase orders.

4.7 PRICE ADJUSTMENTS:

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract expiration or annual anniversary or bi-annual date etc. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

4.8 TERMINATION FOR CONVENIENCE:

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

4.9 TERMINATION FOR DEFAULT:

4.9.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The

Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

4.9.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

4.9.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in procuring materials or services in substitution for those due from the Contractor.

4.9.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

4.10 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

4.11 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

4.12 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

4.13 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.14 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

4.15 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

4.16 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

4.17 ALTERNATIVE DISPUTE RESOLUTION:

4.17.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

4.17.1.1 Render a decision;

4.17.1.2 Notify the parties that the exhibits are available for retrieval; and

4.17.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

4.17.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

4.17.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

4.18 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

4.19 RIGHTS IN DATA:

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

4.20 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

4.21 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

AUTHORIZED SIGNATURE

PRINTED NAME AND TITLE

ADDRESS

DATE

MARICOPA COUNTY

BY: _____
DIRECTOR, MATERIALS MANAGEMENT

DATE

BY: _____
CHAIRMAN, BOARD OF SUPERVISORS

DATE

ATTESTED:

CLERK OF THE BOARD

DATE

APPROVED AS TO FORM:

DEPUTY MARICOPA COUNTY ATTORNEY

DATE

**EXHIBIT - A
PRICING**

SERIAL 06126-RFP

PRICING SHEET: NIGP 91895

BIDDER NAME: Telecom Resources International, Inc.

VENDOR #: W000005847 X

BIDDER ADDRESS: 7119 East Shea Blvd., 109-486, Scottsdale, AZ 85254 P.O. ADDRESS: Same

BIDDER PHONE #: 480-391-3800

BIDDER FAX #: 480-451-1247

COMPANY WEB SITE: www.tri-1.com

COMPANY CONTACT (REP): Victoria Thomas

E-MAIL ADDRESS (REP): vthomas@tri-1.com

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: YES NO

ACCEPT PROCUREMENT CARD: YES NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: YES NO % REBATE

(Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: YES NO % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: YES NO

PAYMENT TERMS: NET 30

1.0 PRICING:

		<u>TOTAL COST</u>
1.1 PRICING	TOTAL PROJECT COST	
	Per Section 2.0 Scope of Work	<u>\$799,989.00</u>
1.2 PRICING	MODULE PRICING - DELIVERABLES <i>(Detail Provided in A-1 Pricing)</i>	<u>TOTAL COST</u>
1.2.1	Telecommunications (Task 1)	<u>\$ 189,620</u>
1.2.2	Office of Enterprise Technology Review (Task 2)	<u>\$ 120,100</u>
1.2.3	Public Safety RF Radio (Task 3)	<u>\$ 181,200</u>
1.2.4	Common Tasks and Other Required Deliverables (Task 4)	<u>\$ 278,300</u>

1.2.5 Not To Exceed Travel & Expense Budget \$ 30,769

1.3 PRICING HOURLY COST

	<u>ON-SITE</u>	<u>OFF-SITE</u>
1.4.1 Project Mgr/Sr. Consultant	<u>\$ 150</u> /Hour	<u>\$ 150</u> /Hour
1.4.2 Lead ISO	<u>\$ 190</u> /Hour	<u>\$ 190</u> /Hour
1.4.3 Security Analyst	<u>\$ 200</u> /Hour	<u>\$ 200</u> /Hour

EXHIBIT A-1 Pricing Detail/Allocation of Hours

	PR	VT	TVP	RSS	AH	ACP	Staff	Total Hours	Prop. Fee
	\$150	\$150	\$150	\$150	\$190	\$150	\$125		
Task 1: Telecommunications									
3.0.2: Kick-Off									
Project Kick-Off Meeting	8	8	8	8	8	8	8	56	\$8,520
Finalized Statement of Work	8	8	8	8	8	8		48	\$7,520
3.1.1: Voice Communications									
Integrated Messaging Recommendations	16	16					16	48	\$6,800
Maricopa County FY08 Budget Recommendations	8	8		32			8	56	\$8,200
Voice Communications Concept of Operations Document	80	24	40	40			120	304	\$42,600
Interoperable Voice Communications Report	48	24					80	152	\$20,800
3.1.2: Web Applications									
Web Applications Concept of Operations Document	4				16	40	40	100	\$14,640
Web Applications Report	4				16	40	80	140	\$19,640
3.1.3: Video Communications									
Video Communications and Applications ConOps	4					80	40	124	\$17,600
Video Communications and Applications Report	4					40	20	64	\$9,100
3.1.4: Transmission									
Transport Concept of Operations	4		80				80	164	\$22,600
Transmission Report	4		40				40	84	\$11,600
3.1.5: Network Layer One (DELETED)									
Task 1 Total:	192	88	176	88	48	216	532	1,340	\$189,620
Task 2: Office of Enterprise Technology Review									
Note: Per discussion with Project Committee, security review does not include Layer 1-6 issues (To be studied internally by County)									

EXHIBIT A-1 Pricing Detail/Allocation of Hours (continued)

3.2.1: Review of OCIO Enterprise IT									
OCIO Interviews	4	4	8	8		40	40		\$14,600
Needs Assessment	4	4	16	24		40	40		\$18,200
Online Surveys	16			16		16	80		\$17,200
3.2.2: Review of 26 Other County IT Organizations									
Organization Interviews	16	16	8	8		120	120		\$40,200
Needs Assessment	4	4	16	24		20	20		\$12,700
Online Surveys	16			16		16	80		\$17,200
Task 2 Total:	60	28	48	96	0	252	380	864	\$120,100
Task 3: Public Safety Radio									
3.3.1: Voice Radio									
Radio Concept of Operations Document	4		160	40			360	564	\$75,600
Voice Radio Report	4		80	20			160	264	\$35,600
3.3.2: Data Radio									
Data Radio Report	4		40	20			80	144	\$19,600
3.3.3: Location and Accountability Report									
Location and Accountability Concept of Operations	4		64	20			96	184	\$25,200
Location and Accountability Report	4		64	20			96	184	\$25,200
Task 3 Total:	20	0	408	120	0	0	792	1,340	\$181,200
Task 4: Common Tasks and Other Required Deliverables									
3.4: Common Tasks									
3.4.1: Inventory of All Relevant Projects									
Inventory of Relevant Projects	16	8	8				8	40	\$5,800
3.4.2: Inventory of Public Safety Radio Governance Bodies									\$0
Inventory of Public Safety Radio Governance Bodies			8				8	16	\$2,200
3.4.3: Recommendations for Public Safety Radio Bodies									\$0
Recommendations for Public Safety Radio Governance Bodies			8	8			8	24	\$3,400

EXHIBIT A-1 Pricing Detail/Allocation of Hours (continued)

3.4.4: Business Continuity Current Plans Inventory									
Inventory of Business Continuity Current Plans	4	4	16			16	16	56	\$8,000
3.4.5: Business Continuity Recommendations									
Business Continuity Recommendations	16	16	16		8	16	16	88	\$13,120
3.4.6: Ranking of All Identified Projects									
Ranking of All Identified Projects	8	8	8	16	8	16	8	72	\$10,920
3.4.7: Project Gap Analysis									
Project Gap Analysis	8	8	8	32			8	64	\$9,400
3.4.8: Infrastructure Gap Analysis									
Infrastructure Gap Analysis	8	8		24			16	56	\$8,000
3.4.9: Staff and Staff Skills Inventory									
Staff and Staff Skills Inventory	4	4	4	16	16		16	60	\$9,240
3.4.10: Staff and Staff Skills Recommendations									
Staff and Staff Skills Recommendations	8	8	4	16			16	52	\$7,400
3.4.11: Project Portfolio Inventory and Management									
Project Portfolio Inventory and Management Report	8	8	8	8			16	48	\$6,800
3.4.12: Funding Sources Inventory and Recommendations									
Funding Sources Inventory and Recommendations	8	8		64			8	88	\$13,000
3.4.13: Ten Consecutive Fiscal Year Budgets									
Budgets Covering Ten Consecutive Fiscal Years	8	8		80	8		16	120	\$17,920
3.4.14: Ten Year Strategic Telecommunications Plan									
Ten Year Strategic Telecommunications Plan	8	8	32	24			8	80	\$11,800
3.4.15: Two-Year Tactical Plan									
Two-Year Tactical Plan	8	8	16	16		32	8	88	\$13,000
3.4.16: Detailed Migration Plan									
Four-Year Infrastructure Migration Plan	8	12	24	8		32	80	164	\$22,600
3.5: Other Required Deliverables									
3.5.1: Weekly Meetings									
Weekly Meetings (9-month project)	288	36	36	36		36	72	504	\$73,800
3.5.2: Monthly Reports									
Monthly Reports (9-month project)	36	18	18	18		18	36	144	\$20,700
3.5.3: Presentations to County Stakeholders									
Presentations to County Stakeholders	16	16	32	32		32	16	144	\$21,200

**EXHIBIT – B
SCOPE OF WORK**

1.0 INTENT:

To provide assessments, planning, project definition and resource allocation, and documentation services. The Contractor – within the context of the Maricopa County (hereinafter referred to as COUNTY) vision, mission and strategic priorities, will study, and develop actionable plans, including concepts of operations, business plans, staffing, budgets, and multi-phased program deployment plans for user-required countywide converged telecommunications, and Public Safety Radio capabilities.

Note: Goals related to local wireless, including and especially Wi-Fi (IEEE 802.11), are limited to their impact on the COUNTY’s transmission network(s). Usage, security and operations of same are specifically excluded as areas of study.

1.1 GOALS

- **Inventory and understand current and ten (10) year projected use of:**
 - Projects in progress
 - Voice technologies
 - Web applications
 - Video applications
 - Voice Network capacity/usage
 - 802.11/802.16 Wireless network (non – Public safety), within the limits noted above
 - Public Safety Radio (Public safety) radio
 - Integration services (for radio and telecommunications services)
 - Location and accountability
 - Infrastructure support for RFID
- Assemble prioritized user requirements
- Sort prioritized user requirements
- Capacity planning
- Assessment of inventory of enterprise technology assets
- Inventory related initiatives
- Disaster recovery/business continuity technology plan assessment (telecommunications, public safety radio)
- Catalog gaps
- Benchmarking against standard practices and the Peer Counties
- Funding and staffing plans
- Specific detailed inputs for annual capital budgets.

1.2 BACKGROUND

The COUNTY Telecommunications provides centralized support for about 14,000 customers, including the following:

- Dial-tone to all users
- Advanced telephony services
- All network and infrastructure services including internal wired and wireless networks, telephony, shared regional fiber networks, and network-based security
- Multimedia Services
- Regional Public Safety Radio (both mobile and portable instruments) applications
- Limited training programs
- Limited support to partner communities.

COUNTY Telecommunications is an internal service fund and departments are billed for most telecommunications as a line item in their budgets. Regional users of Public Safety Radio services are billed under Intergovernmental Service Agreement. Large purchases and most support are funded through a capital improvement plan.

Combined Maricopa County capital and operating budget for the year 2007 is approximately \$2 Billion.

1.3 MARICOPA TELECOMMUNICATIONS ENVIRONMENT

The COUNTY has approximately 14,000 full time employees across 58 departments. The majority of COUNTY employees are located in three major campuses that are connected by fiber and enterprise telco services. Multiple locations are interconnected by telco services to the three major campuses. Voice and data needs for these sites are served by a combination of fiber and leased telecom facilities.

The COUNTY network data backbone is a mix of ATM, switched gigabit Ethernet and 10/100 segments.

The COUNTY's telecom system is a Nortel MSL100-based environment supporting over 12,000 phone sets. It includes contact center, voice mail, ACD queues, and E9-1-1.

2.0 GENERAL SCOPE OF WORK:

The Contractor will provide project planning, high-level design, documentation, management, and administrative consulting services and shall be responsible for all labor, supervision, travel, materials, and other expenses required to research, plan, design, document and present project deliverables. The project will include a series of analytical, professional and technical tasks (several to be accomplished simultaneously) that require conclusions and recommendations in formal reports.

Countywide Converged Telecommunications

Public Safety Radio capabilities

Contractor will fundamentally assess the current situation and establish a Telecommunications infrastructure plan, including governance, design and implementation constructs, costs, staffing, and metrics that can guide us through the next ten (10) years. Contractor shall articulate necessary strategies to formulate the solutions required, including preliminary execution plans with appropriate organizational structure, staffing, and procurement instruments.

COUNTY requires that the Contractor involve all of the primary internal stakeholders in the analysis of current activities, in idea generation for the future, and in prioritization of projects. COUNTY also requires the Contractor to meet with external stakeholders (COUNTY's planning partners (See EXHIBIT 3)) as facilitated by COUNTY personnel. All stakeholder interviews shall involve both a business and a technical contact from the stakeholder organization; and the Contractor shall endeavor to understand and catalogue both stakeholder business and technical needs and potential solutions. A user group representative must sign-off Contractor prepared interview notes and subsequent recommendations as being sufficiently broad and thorough enough to adequately capture the user-group's business needs and enable future solutions.

COUNTY has anticipated income streams for capital and operational funding. But also a primary question that we are asking with this work is "What is the most effective way to spend available resources?" Secondly we are also asking the Contractor to provide inputs as to additional funding resources (specific grants, etc.) that would be appropriate to explore.

COUNTY requires an evaluation that will highlight current strengths and weaknesses as well as identify, prioritize, cost, and governance¹ of projects that we should focus on over the next ten (10) years.

¹ All recommended governance models shall be benchmarked with similar governance methods and means within similar organizational functions in the Counties of Clark-Nevada, King-Washington, Travis-Texas, Orange-California, and San Diego-California.

DETAILED SCOPE OF WORK - TASKS**2.1 TELECOMMUNICATIONS:**

- 2.1.1 Complete an inventory and comprehensive needs assessment of voice communications needs including dial-tone, advanced contact center, and multi-channel (voice, IVR/AVR, voice-mail, fax, email, web) services, within the limitations noted below. Specific attention shall be given to expansion of solutions that lead to increased efficiencies and effectiveness of COUNTY personnel and a roadmap of infrastructure requirements necessary to delivery those efficiencies and effectiveness over the project's ten (10) year planning horizon.

Minimum included elements for this study phase, as related to voice telecommunications, network transmission, telephony networking and related security:

- Dial Plan
 - PBX
 - Key Systems
 - Messaging (integrated email, Voice Mail)
 - ACD
 - Call centers
 - IVR
 - Fax Broadcast
 - ACS (Predictive outbound dialing)
 - ANI
 - Opportunity to leverage other initiatives
 - Outbound to PSAP unless un-blocked
 - DNIS for application popping
 - 800 based application trigger
 - CTI
 - Voice – Data integration
 - Inbound call logging
 - Voice recording
 - POS – clearing house for credit card payments & housing permits
 - Location services (“Find Me”)
 - Chat (“click to chat,” “call me”)
 - Co-Browsing
 - Partner Services integrated over shared infrastructure
 - 311
 - 511
 - 911 outbound to PSAP
 - VOIP
 - Voice Data Transfer
 - Videoconferencing communications (to support 2.1.5)
 - Data radio communications (to support radio study, below)
 - Software applications communications (to support this study phase)
 - Evaluate/recommend Telemanagement System (includes: cable management, internal work order and billing, workload dispatch, e-911, phone/equipment inventory)
- 2.1.2 Publish interim and final interoperable voice communications concept of operations
- 2.1.3 Complete an inventory and comprehensive needs assessment of web applications as related to user access, management, connections to other, within and limited to the list of elements below.

Minimum included elements for 2.1.3 (Web application survey):

- Determine current and planned web applications for Countywide apps (via OCIO) and twenty-six (26) independent County IT organizations
- Capacity Planning as it relates to Telecommunications
- POS Linkages for strategic risk assessment, including PCI compliance standards for the County, limited to review of practices and operations. Does not include active testing of these linkages or their security.
- Security Requirements as related to applications as used by the County. Will not include intrusive security checks, penetration tests, or other active methods of testing.
- Functional and operational review of external interfaces used by County web applications. Will not include intrusive security checks, penetration tests, or other active methods of testing.
- ISP connections as related to COUNTY's transmission network
- Direct connections as related to COUNTY's transmission network and the other stated goals of this project
- High-level operational review of test and verification environment. Will not include intrusive security checks, penetration tests, or other active methods of testing.
- Web Application Development Standards as used by the involved departments, limited to review of methods and practices. Will not include intrusive or active testing.
- Remote Access as related to deliverables within this study, including those in the "Common tasks" as listed below; in particular, related to work-at-home/ride reduction, emergency service access, and distributed access.

2.1.4 Publish interim and final interoperable web applications communications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements, within the areas noted in 2.1.3.

2.1.5 Complete an inventory and needs assessment of video communications applications including point-to-point, multi-point, secure and constitutionally protected video session requirements, and user enabled scheduling. This effort must focus to those video applications that provide practical benefits to the user departments.

Minimum included elements for videoconferencing communications study:

- Determine current Video usage
 - Departmental
 - County meetings webcasting/broadcasting
 - Other uses as noted below
- Multicast / Unicast usage, current and future, with respect to its impact on the County's networking architecture.
- Video Conferencing usage internal to the County and its Departments, including:
 - Indigent representation
 - Jail and visitation
 - Justice & Law Enforcement
 - University & Telemedicine
 - Training
 - Trip reduction initiatives
- Usage independent of location, including multiple County facilities
- Funding options for future expansion of systems and connections to other related networks
- Videoconferencing usage in confederation with other non-County partners, including:
 - City of Phoenix

- MAG planning partners
 - Scheduling systems
- 2.1.6 Publish interim and final interoperable video communications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements, based on the above listing.
- 2.1.7 Complete an inventory and comprehensive needs assessment of data transport needs, including capacity, quality of service and availability needs, for all areas of study as detailed below, including and especially voice traffic, video traffic, and radio traffic (both voice and data). Information systems data traffic is to be studied for its impacts on the County's internetworking, in particular between facilities. Same study will also concentrate on transmission elements for the County, including microwave, fiber, and carrier-provided links. Study will not be focused on internal building wiring or Layers 1-6 security. Study will not focus on Wi-Fi as a networking component, only on its overall effects on the County's network traffic.

Minimum included elements/traffic sources

- LAN / WAN / ATM Coverage and gaps (As related to interfacility connections)
- ISP
- Capacity Planning
 - Assess current capacity management capability
 - Determine network carrying capacity
- Service Levels
- Peak and Overflow Strategy
- Traffic Analysis based on available information
 - By entity
 - By application
 - 802.11/802.16 Wireless
 - Third party services (Blackberry)
 - Data
 - Voice
- Service levels
- Communications Recovery (as related to transmission elements)
- Availability (as related to transmission elements)
- FAX Servers
 - Inbound
 - Outbound
- Image (Document Facsimile)
- EDMS (Electronic Document Management Systems)
 - Public Records, Assessor's / Recorder's Office
 - Libraries
- E-Mail (as related to transmission elements)
- Video (as related to issues listed in 2.1.5-6, above)
- Public WI-FI (consider regulatory restrictions – not becoming a carrier) For impacts and effect on COUNTY transmission network—not internal use or practices, except as related to security and internetworking within the limits discussed elsewhere in this document
- Law Enforcement telecommunications and radio
- Wireless (and buffer zone for COUNTY entity and personnel access) as related to transmission network, not related to internal practices
- Functional and operational requirements and usage of Blackberry/ Other mobile
- Human Services public access initiatives (as related to transmission elements)
- Emergency Management Support, both fixed and mobile
 - EOCs
 - Dispersed operations sites
 - MDT/MDC

- Mobile EOC
- Mobile Command Post

2.1.8 Publish interim and final interoperable data transport communications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements, for the areas noted above only.

2.2 **OFFICE OF ENTERPRISE TECHNOLOGY REVIEW**

2.2.1 Complete a comprehensive needs assessment of the functional and operational enterprise goals of COUNTY's Information Technology usage. This will specifically include COUNTY's strategic-level software. This study will include electronic surveys of the representative user community within COUNTY. It will include interviews with OET management, staff and representative end user communities. It will not include review or inventory of desktop computers, laptops, printers, displays, local storage, routers, switches, hubs, wiring, firewalls, servers, operating systems, or other OSI Layer 1-6 issues, which COUNTY will perform itself.

2.2.2 Complete a comprehensive needs assessment of the functional and operational enterprise goals of the independent IT organizations within the COUNTY. Interview the twenty-six (26) independent Information Technology (IT) organizations, including their management, staff and representative end-user communities. It will not include review or inventory of desktop computers, laptops, printers, displays, local storage, routers, switches, hubs, wiring, firewalls, servers, operating systems, or other OSI Layer 1-6 issues, which COUNTY will perform itself.

2.3 **PUBLIC SAFETY RADIO**

2.3.1 Complete an inventory (physical and licensing) and comprehensive needs assessment of regional Public Safety Radio (including next-generation trunked 2-way voice radio system, mobile data, and associated backbones) including both mobile and portable instruments, their usage requirements, and associated implementation/expansion requirements.

Minimum included elements

- Voice radio
- Public Safety Radio usage only (Not other departments)
- Data radio usage (MDTs/MDCs, handheld devices)
- Usage by/for mobile command posts, Mobile EOCs, distributed command
- Traffic Analysis
 - 800 MHz
 - UHF
 - VHF
 - Low Band
 - Microwave

2.3.2 Publish interim and final regional Public Safety Radio concept of operations document, recommended technical solutions, coverage foot-prints, device counts, and standards to satisfy future needs, and budget (capital and operations) requirements for same.

2.3.3 Complete an inventory and comprehensive needs assessment of location and accountability requirements relating to vehicle and other movable asset location, and GIS usage, including GPS, RFID and related AVL (advanced vehicle location) techniques. Said study will be within the framework described in this document. Layer 1-6 issues internal to COUNTY network are specifically excluded as a requirement for this deliverable.

Minimum included elements

- Determine current GIS usage for mobile applications; for COUNTY functional and operational usage
 - Vehicle Locator (GPS/AVL) usage
 - RFID
 - GPS, other location-identification technologies, their use
 - Location identification technologies

 - Access via COUNTY network; impact thereof on external network
 - Compatibility with future plans and recommendations
 - Asset management applications (As related to network, transmission issues, and related to functional and operational issues)
 - Access applications (as related to network, transmission issues, and related to functional and operational issues)
 - Payment applications (as related to transmission issues)
 - Capacity Requirements (as related to COUNTY transmission network)
- 2.3.4 Publish interim and final location and accountability requirements concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.4 **COMMON TASKS AMONG ALL AREAS**

- 2.4.1 Complete inventory of existing and near-term, planned, IT, Telecommunications and Public Safety Radio and related projects, including their funding status, timelines (including useful life-cycles), growth projections within the study’s planning horizon, potential populations to be served and underlying technologies utilized. Said study will include the OCIO and related departments. Said study will include inventory of the projects of the COUNTY’s planning partners, including those of MAG and internal partners such as the twenty-six (26) independent IT organizations, where such information is made available to Contractor, and in sufficient depth to provide an overall and strategic picture of COUNTY operations. Excluded will be review or inventory of desktop computers, laptops, printers, displays, local storage, routers, switches, hubs, wiring, firewalls, servers, operating systems, or other OSI Layer 1-6 issues, which COUNTY will perform itself.
- 2.4.2 Publish interim and final listing of near-term, planned, Information Technology (IT), Telecommunications and Public Safety Radio and related project documents, showing their inter-relationships and dependencies, apparent ability to satisfy future needs, and budget (capital and operations) requirements. These studies will be based on information provided by COUNTY, interviews with COUNTY staff, management and support personnel, both in person and via questionnaires, both within the COUNTY OCIO and amongst its internal customers. This is specifically to include the twenty-six (26) independent COUNTY IT departments, and a representative sample of the user communities they support, as facilitated by COUNTY Project Manager. Additionally, studies will be based on discussion with MAG planning partners as relevant to this discussion, with the partners as listed elsewhere in this document.
- 2.4.3 Complete inventory of existing information technology, telecommunications, security and Public Safety Radio governance bodies, including supporting laws and regulations, governance structure, current activity status, and current organizations and personnel involved. Said inventory will include planning partners, internal and external to COUNTY, including those of MAG and the twenty-six (26) independent COUNTY IT organizations.

- 2.4.4 Publish interim and final report of findings, recommended configuring, combining, enlarging, etc. of the governing entities, and likely budget (capital and operations) requirements to enable recommendations. Said report will discuss possible cooperation and combination of efforts between multiple COUNTY stakeholders, where practical.
- 2.4.5 Business Continuity: Complete inventory of existing Information Technology, Telecommunications, security and Public Safety Radio redundancies and opportunities for enhancing availability of these services both during normal business conditions and extreme emergencies, including situations that require the evacuation of specific buildings or portions of the COUNTY. Specific treatment shall be given to use of telephony rerouting (via the MSL-100, and other means) and cross-channel communications needs and capabilities. Benchmark 'business continuity recommendations' with similar organizational functions in the Counties of **Clark-Nevada, King-Washington, Travis-Texas, Orange-California, and San Diego-California.**
- 2.4.6 Publish interim and final report of findings, recommended specific changes in existing infrastructure, on-going near-term projects and recommended future implementations that specifically enhance the business continuity of the Information Technology, Telecommunications and Public Safety Radio services, and likely budget (capital and operations) requirements to enable recommendations. Said deliverables will also include recommendations on security as related to functional and operational aspects of COUNTY business, but will not include any active testing (such as penetration tests or active vulnerability analyses) by Contractor. Said deliverables will be concentrated on the strategic, functional and operational issues of COUNTY.
- 2.4.7 Ranking: Force rank all currently funded and active projects identified – relative to the following ranking criteria:
 - 2.4.7.1 Provision of critical services (as defined by the COUNTY)
 - 2.4.7.2 Positive impact on COUNTY efficiency and effectiveness.
 - 2.4.7.3 Probable impact on COUNTY's planning partners and stakeholders, both internal and external, within the framework and goals described in this document.
- 2.4.8 Gap Analysis: Align currently funded and active projects identified to each Contractor-generated final interoperable communications concept of operations document, and its related recommended technical solution(s).
 - 2.4.8.1 Identify the gaps between required ten (10) year infrastructure and projects – and current projects/infrastructure plus the projects/infrastructure that will be implemented with the currently funded and active initiatives.
- 2.4.9 Staff Structure: Complete inventory of existing COUNTY Telecommunications and Public Safety Radio staffs, structures, and organizations, and identify areas for structural improvement. Develop a current/desired skills inventory and relate to an on-going plan for training. Based on the information gathered from the other participating COUNTY departments, develop such recommendations which COUNTY might make for these departments as well. Within COUNTY, develop a recommended staff structure that is optimized to deliver the required secure telecommunications services and Public Safety Radio services over the ten (10) year planning horizon – both currently funded and active plus any additional requirements from the above 'gap analysis.' Benchmark 'preferred staff structure and recommended staffing levels' with similar organizational functions in the Counties of Clark-Nevada, King-Washington, Travis-Texas, Orange-California, and San Diego-California.

- 2.4.10 Publish interim and final report of findings, recommended specific changes in existing staff structure, recommended staffing (internal, external, skills, training) for future implementations and enhanced Telecommunications and Public Safety Radio services, including full job descriptions for each position. Said deliverable will concentrate on COUNTY OCIO and related departments. Report on planning partner Information Technology partners, including the twenty-six (26) COUNTY departmental IT organizations, will be based on information gathered from said departments and will be more general, reflecting the independent status of said organizations.
- 2.4.11 Project Management: Inventory existing project management tools or skills. Assemble the outcomes of all the specific efforts described above into a technology portfolio and a process for keeping the portfolio up to date. Said project management portfolio will include Telecommunications and Radio projects, within the framework and goals described in this document. Benchmark 'project management and status tools and their effective usage' with similar organizational functions in the Counties of Nevada-Clark, Washington-King, Texas-Travis, California-Orange, and California-San Diego.
- 2.4.12 Publish interim and final recommended portfolio management and status tools. Such recommendations should include how COUNTY can improve such management with software applications, and suggestions for same. Such recommendation should take into account COUNTY's current system involving Managing for Results.
- 2.4.13 Funding sources: Identify additional funding resources (specific grants, etc.) that would be appropriate to explore, including positioning to more feasibly attract same.
- 2.4.14 Publish interim and final recommends as to potential additional funding sources, their appropriateness and the likelihood of success should COUNTY proceed with the recommended funding resources.

2.5 **GENERALLY THE CONTRACTOR SHALL**

- 2.5.1 **Understand there is a strategic goal to** complete all the scope of work activities and deliverables **within nine (9) months** after date of contract award and Notice To Proceed.
- 2.5.2 Meet weekly with COUNTY project personnel to review prior week's findings in the context of the overall project and provide a detailed roadmap of Contractor planned activities for the following week. Always these weekly meetings shall include overall project status, any current deficiencies to approved plan, specific roadblocks to progress for the Contractor, and planned activities/expected results for the next week.
- 2.5.3 Submit monthly reports of planned versus actual progress to goals and expenditures of all allocated resources. Submit monthly statements of expended resources, which shall always tie directly to monthly invoicing for services provided.
- 2.5.4 Generate detailed project timelines for any recommended implementations, including all project recommendations as described above, and ten consecutive yearly budgets.
- 2.5.5 Include participation of all stakeholders. Stakeholders include the user participants, user communities, OCIO, COUNTY departments and COUNTY IT departments.
- 2.5.6 Provide annual breakouts for all budget projections related to any recommendations being made.
- 2.5.7 Make presentations to COUNTY stakeholders to summarize the findings and results of each final report, as directed by the COUNTY's Project manager.

2.6 DELIVERABLES

The following deliverables are to be provided by the Contractor. Additional deliverables may be identified during the initial meetings between the Contractor and the COUNTY. All deliverables shall be actionable and all shall tie to specific budget line-items within annualized (FY) budget recommendations by the Contractor.

2.6.1 TELECOMMUNICATIONS

2.6.1.1 Publish interim and final voice communications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.6.1.2 Publish interim and final web applications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.6.1.3 Publish interim and final video communications concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.6.1.4 Publish interim and final data transport concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements, only as related to COUNTY's interfacility connections, methods of transmission and communications to other locations, as described previously.

2.6.2 PUBLIC SAFETY RADIO

2.6.2.1 Publish interim and final regional Public Safety Radio (and associated backbone transmission connectivity) concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.6.3.2 Publish interim and final location and accountability requirements concept of operations document, recommended technical solutions and standards to satisfy future needs, and budget (capital and operations) requirements.

2.6.3 COMMON TASKS AMONG ALL AREAS OF THE STUDY

2.6.3.1 Publish interim and final listing of near-term planned Telecommunications, and Public Safety Radio and related projects document, showing their inter-relationships and dependencies, apparent ability to satisfy future needs, and budget (capital and operations) requirements.

2.6.3.2 Publish interim and final report of Telecommunications and Public Safety Radio governance bodies, recommended reconfiguring, combining, enlarging, etc. of the governing entities, and likely budget (capital and operations) requirements to enable recommendations.

2.6.3.3 Publish interim and final report of Business continuity findings, recommended specific changes in existing infrastructure, on-going near-term projects and recommended future implementations that specifically enhance the business continuity of the Telecommunications and Public Safety Radio services, and likely budget (capital and operations) requirements to enable recommendations to be realized. This deliverable is to be limited to the enterprise-level functional and operational review of existing disaster recovery/business continuity plans, and additional information as developed during this project, within the framework and plan described in this document.

- 2.6.3.4 Force rank all currently funded and active projects identified, both individually and related to the infrastructure required for these projects.
- 2.6.3.5 Gap analysis: Analyze gaps between required ten (10) year infrastructure – and current infrastructure plus the infrastructure that will be implemented with the currently funded and active projects.
- 2.6.3.6 Publish interim and final report of staff structure findings, recommended specific changes in existing staff structure, recommended staffing (internal, external, skills, training) for future implementations and enhanced Telecommunications and Public Safety Radio services, including full job descriptions for each position. Such report will be focused on staff within the OCIO.
- 2.6.3.7 Publish interim and final recommended project portfolio management and status tools report. This will include recommendations on future automated tools for such management, as well as operational and functional aspects of COUNTY methods.
- 2.6.3.8 A ten (10) year strategic Telecommunications and Public Safety Radio plan addressing the topics listed above and any others identified in the process of stakeholder discussions within the framework and plan of this document. This plan should be designed to succeed within COUNTY’s anticipated and/or available budget. Plan should reflect the gap analysis discussed elsewhere in this document.
- 2.6.3.9 A two-year tactical plan including the management tools identified above such as project portfolio management, status tools, which allow for a balanced scorecard reporting.
- 2.6.3.10 An infrastructure design and a specific detailed migration plan to allow implementation of necessary infrastructure within the initial four (4) years of the plan. This plan should address creating a more flexible and cost-effective infrastructure.
- 2.6.3.11 Funding source recommendations. To include recommendations related to Grants and County positioning for available Grants. This goal should be reflected by other related deliverables, to ensure COUNTY is positioned as well as possible for pursuing such grants.
- 2.6.3.12 Ten (10) consecutive annual (FY) line-item capital, expense budgets, and FTE’s by title and responsibilities for all recommendations, starting with FY 2008. These FY budgets shall be based on the composite of user surveys, reasonable availability/maturity of necessary technology and related infrastructure such that all recommended deployments have prudent risk profiles, and justifiable financial and organizational efficiencies and effectiveness.

2.7 STRATEGY AND METHODOLOGY PROCESS

2.7.1 Project management

- Provide overall project communication and management
- Develop detailed project plans
- Provide budget, task, and resource management
- Implement project management processes and procedures
- Plan and conduct Independent auditing of telecommunications projects
- Plan and conduct Business Contingency Planning

- Plan and conduct meetings with end-users and implementation resources per the above project outline
- Conduct departmental walkthroughs (with application content expert teams)
- Oversee end-user content discovery and system design process
- Plan and prepare for design meetings based on the future model defined by the User Champions.

2.7.2 Systems Development Methodologies

- Note: Scope of the following items limited to deliverables and areas of study as described above. In particular, Layer 1-6 security and network issues are not included, and will be studied by COUNTY internally
- System Development Life Cycle
- Requirements Planning methodology
- Developing implementation methodology tasks, including
 - Change control
 - Issues management
 - Document management and control
 - Process design and implementation
 - Project governing structures (e.g. work teams)
 - Overall project communications and management
 - Quality monitoring and testing.

2.7.3 Network Design

- Note: Scope of the following items limited to deliverables and areas of study as described above. In particular, Layer 1-6 security and network issues are not included, and will be studied by COUNTY internally
- Network strategy development
- Data communications requirements planning, implementation and support
- Network migration planning and implementation
- Wireless networking solutions (separate from Public Safety Radio solutions)
- Network performance management
- Network capacity planning
- Internet / Intranet / Extranet design, implementation and support
- Network administration
- Information technology strategy and planning
- Methodologies
 - Systems Development Life Cycle
 - Project Management
 - Business Process Design and Implementation
 - Requirements Planning methodology.

2.7.4 Network and Enterprise Security

- Note: Scope of the following items limited to deliverables and areas of study as described above. In particular, Layer 1-6 security and network issues are not included, and will be studied by COUNTY internally
- Network security architecture
- Network security planning, audit and design
- Network security migration planning and implementation
- Wireless networking security solutions
- Network security performance/reporting management
- Network capacity planning
- Network security administration
- Virus protection
- Project management with a proven track record of delivering projects on time and on budget

- Methodologies
 - Systems Development Life Cycle
 - Project Management
 - Business Process Design and Implementation
 - Requirements Planning methodology.

2.7.5 Public Safety Radio (Public Safety Radio)

- Design and implementation of public safety trunked simulcast and multicast Public Safety Radio systems
- Integration of radio systems with microwave and fiber optic networks
- Planning and implementation of public safety dispatch and emergency operations centers
- Systems development costing, estimating, and scheduling
- Methodologies
 - Systems Development Life Cycle
 - Project Management
 - Business Process Design and Implementation
 - Requirements Planning methodology.

2.8 REFERENCE STANDARDS AND RELATED DOCUMENTS

The Contractor should reference and cite from the following standards (As applicable):

Reference Standards
OSI Layer 1 – Physical
Network
Category 6 UTP 50/125 micron multimode fiber, 10/125 micron single mode fiber Structured cabling systems, based on TIA/EIA 568, 569, 606, 607 standards and applicable electrical codes Intra-building Wireless: IEEE 802.11 WLAN Logical star or mesh topology
Security
Keys, locks, badges, cameras, access logs, controlled access systems
OSI Layer 2 – Data Link
Network
Open, standards-based, multi-service networks 100 Mbps/1 Gbps/10 Gbps IEEE 802.3 Ethernet Wireless: IEEE 802.11 WLAN, IEEE 802.16 WMAN, IEEE 802.15 WPAN Resilient Packet Ring (RPR), SONET, Frame Relay Switched LAN technology IEEE 802.1p/Q QoS, Diffserv, RSVP, VLAN, IEEE 802.3af PoE
Media Access Control (MAC) Access Control Lists (ACLs) VPN, RADIUS Intrusion detection, vulnerability scanning Wireless: IEEE 802.11i, WAP, PEAP w/ IEEE 802.1x
OSI Layer 3 – Physical
Network
IPv4, IPv6, Mobile IP Routing Technologies: BGP, OSPF, IS-IS, MPLS, IGMP, PIM, MBGP DHCP Converged networks with QoS, prioritization, and traffic flow control for all services, switched, multi-segment design Multi-layer switching Layer 3, wire-speed, network-level switching and prioritization
Security

<p>Reference Standards</p> <p>Integrated firewalls - Packet filtering, ICMP Boundary/perimeter Routers, end-point security, static NAT, IPSec End point security – individual firewalls</p>
<p>OSI Layer 4 – Physical</p>
<p>Network</p> <p>TCP, UDP Wireless: WDP, Wireless Profiled TCP RTP, RTCP Converged networks with QoS, prioritization, and traffic flow control for all services Layer 4, wire-speed, transport-level switching and prioritization</p>
<p>Security</p> <p>Integrated firewalls - stateful inspection, dynamic NAT SSL, SSH, TLS Wireless: WTLS</p>
<p>OSI Layer 5 – Session, Layer 6 – Presentation, Layer 7 – Application</p>
<p>Network</p> <p>DNS SNMP, RMON H.323, SIP with SDP, SAP, RTSP</p>
<p>Security</p> <p>Integrated firewalls - Application-proxy gateway, Proxy Servers, Dedicated Proxy Servers FTP, S/MIME for mail servers Encryption Technologies: PKI, OpenPGP, AES, 3DES, DSS Smart cards, Kerberos Role-based administration, permissions, and rights Digital signature, Public Key Certificates, PKI Virus/malicious code protection software Firewalled DNS, with services placed on DMZ Standards-based platform sign-on with role-based administration Industry-standard and vendor-neutral APIs for identification Strong password policy Token-based identification Auditing/logging Methodologies</p>
<p>Public Safety Radio Standards</p> <p>NENA Integrating Applications on Intelligent Workstations - NENA 04-501, Issue 1, March 31, 2004 NENA Minimum Standards for Emergency Telephone Notification Systems, NENA, June 12, 2004 NENA Technical Information Document 03-501 - Network Quality Assurance NENA-04-004 Original, June 16, 2000 - Generic Standards for E9-1-1 PSAP Intelligent Workstation (IWS) Equipment NENA Interim/Migratory Solution for VoIP E9-1-1 APCO Project 40 (RETAINS) - Responsive Efforts To Address Integral Needs in Staffing NFPA 70, National Electrical Code NFPA 101, Life Safety Code NFPA 220, Standards on types of Building Construction NFPA 1061, Standard for Professional Qualifications for Public Safety Telecommunicators NFPA 1221, Standard for the Installation, Maintenance, and Use of Emergency Communications Systems ANSI/TIA/EIA-568-B.1 and addendums, Commercial Building Telecommunications Cabling Standard ANSI/TIA/EIA-568-B.2 and addendums, 100 Ohm Twisted Pair Cabling Standard ANSI/TIA/EIA-568-B.3 and addendums, Optical Fiber Standards. TIA/EIA-569A and addendums, Commercial Building Standard for Telecommunications Pathways and Spaces TIA/EIA-603-A, Public Safety Radio FM or PM Communications Equipment Measurement and Performance Standards ANSI/TIA/EIA-606, The Administration Standard for the Telecommunications Infrastructure of Commercial Buildings</p>

Reference Standards
ANSI/TIA/EIA-607, Commercial Building Grounding and Bonding Requirements

2.9 PROJECT PLAN

Incorporated herein as Exhibit B-1

2.10 VENDOR STAFF ASSIGNMENTS/HOURS

Provided in Exhibit A – Pricing

2.11 NON- DISCLOSURE AGREEMENT

COUNTY and Contractor have executed a Non-Disclosure Statement, which will govern the protection of intellectual property shared or developed in this project.

2.12 FACILITIES:

During the course of this Contract, the COUNTY shall provide the Contractor’s personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its obligation enumerated herein.

2.13 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

2.14 DELIVERY:

It shall be the Contractor’s responsibility to meet the proposed delivery requirements. Maricopa COUNTY reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

2.15 ACCEPTABLE MEDIA

All deliverables identified in the RFP and the final contract will be provided in both electronic and hard copy form. For the electronic versions of all deliverables, the Maricopa COUNTY standard is Microsoft (MS) Word, MS Excel, MS PowerPoint, MS Project, MS Visio, and MS Access or SQL Server. For other deliverables, like Process Models, Use Case Models, Rules Models, Dependency Models, Pert/CPM Diagrams, Schematics, etc. you will need to list the Product used and the Methodology used to create the model. In the case where the technology tool is required to access the deliverable, include any costs for us to license the product and any licensing terms, conditions, and restrictions related to the product to be able to view and print, and copy if necessary. All deliverables required by the RFP and the final contract are the property of Maricopa County. We will retain ownership of the deliverable. For licensed tools, we will have the right to use the item under the terms of the licensing agreement tied to the product.

2.16 CHANGE ORDER PROCESS

Any revision to the specified Scope of Work, Task, or Deliverable must be documented via a Formal Change Order Process.

The Maricopa County Project Manager is ultimately responsible for the overall management of the project scope, and therefore responsible for the final approval of all change requests. The Contractors Project Manager will be responsible for sizing, pricing, and implementing approved Change Requests.

Prior to commencing work on this project, Contractor is required to submit an applicable Change Order Request Form for approval by the Maricopa County Project Manager. The resulting form will serve as the only recognized means to alter/change the applicable Scope of Work (as designated in this contract).

2.17 **CONTRACTOR STAFF**

This project requires the use resources from Contractor as designated below. These resources will function as the Project Manager and Business Consultants specializing in specific areas of your business process.

STAFFING MODEL:

Victoria Thomas	Project Manager, Senior Technical Consultant
Pedro Romeiro	Alternate Project Manager/Project Lead Tech. Officer, Telephony
Andrea Hoy	Lead Information Security Officer
Alex Pournelle	Senior Consultant, IT
Timothy Peters	Project Lead Technical Officer, Public Safety Radio
Robert Savesky	Project Auditor
Dr. Henry Richter	Senior Consultant, Radio Systems
John Powell	Senior Consultant, Radio Systems
Gary David Gray	Senior Consultant, Radio Systems

ANY CHANGES TO THE ABOVE PRIMARY STAFF MUST BE SUBMITTED IN WRITING TO THE DESIGNATED MARICOPA COUNTY PROJECT MANAGER. MARICOPA COUNTY WILL RESERVE THE RIGHT TO INTERVIEW AND/OR HAVE FINAL APPROVAL ON ANY PROPOSED CHANGES TO THIS STAFFING MODEL.

EXHIBIT B-2

CONTRACTOR TRAVEL AND PER DIEM POLICY

1. All contract-related travel shall be prior-approved by County.
2. Travel, lodging and per diem expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=17943&contentType=GSA_BASIC
3. Commercial air travel shall be scheduled at the lowest available and/or most direct flight airfare rate at the time of any approved contract-related travel. A fare other than the lowest rate may be used only when seats are not available at the lowest fare or air travel at a higher rate will result in an overall cost savings to the County. Business class airfare is allowed only when there is no lower fare available to meet County needs.
4. Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler.
 - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverages.
 - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain written approval from County prior to rental of a larger vehicle.)
 - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business.
 - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
5. Contractor is responsible for any other miscellaneous personal expenses, as they are included in contractor's lodging and per diem expenses.
6. The County will reimburse any allowable and allocable business expense, excluding health club fees and business class air fares, except as indicated in paragraph 3, above.
7. Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.

TELECOM RESOURCES INTERNATIONAL INC., 7119 E. SHEA BLVD #109-486, SCOTTSDALE, AZ
85254

PRICING SHEET: NIGP CODE 9189501

Terms:	NET 30
Vendor Number:	W000005847 X
Telephone Number:	480/391-3800
Fax Number:	480/451-1247
Contact Person:	Victoria Thomas
E-mail Address:	vthomas@tri-1.com
Company Web Site:	www.tri-1.com
Certificates of Insurance	Required
Contract Period:	To cover the period ending March 31, 2008 2009.