

Service Level Agreements

Dailey-Wells is compliant with the Service Level Agreements and with the combination of our Local Network Operations Center and Expert Local staff will manage the Severity Level response for the City of San Antonio radio system.

Below is an excerpt from the 4.3.1 Project Phases which outlines the Severity Level response times, followed by a table created from Appendix BB which provides the Severity Level definitions.

Excerpt from 4.3.1 Project Phases

Section → Corrective measures to severity levels (RFP Section 7.2.8.3)

Dailey-Wells recognizes the need to rapidly respond to, and correct problems that arise impacting normal operations in a critical communications environment. The fundamental key to an effective, rapid response is the timely detection and reporting of the problem. Once a problem is discovered, the Dailey-Wells technical staff can escalate the report to the appropriate levels within the City departments and dispatch Dailey-Wells technical personnel best suited to address the issue. The various degrees of severity, as defined in the RFP, warrant different responses. The following table summarizes the coverage and response time requirements per the SAPSRS RFP. The Dailey-Wells proposal fully complies with each of these requirements.

Severity Level	Coverage Period	Acknowledge	On-Site Dispatch	Restoration
1	24/7/365	15 Minutes	2 Hours	4 Hours
2	24/7/365	1 Hour	4 Hours	8 Hours
3	M-F, 8:00-5:00	8 Hours	8 Hours	
4	M-F, 8:00-5:00	24 Hours	24 Hours	

Dailey-Wells will provide technical and support personnel to monitor, report, respond, and repair problems as defined by the preceding severity level table.

Dailey-Wells will maintain a local supply of spare parts, as delineated in section 4.2.19, per RFP section 6.19.1. Consumed spare parts will be repaired or replaced promptly.

Dailey-Wells will compile, maintain and deliver reports to the City on the status and operation of the system during the warranty and, if exercised by the City, the post warranty period. Reports can be provided as appropriate, from monthly reports on system availability, outages, and failures to cumulative reports on status of issues (i.e. open, delayed, resolved). All reports will be logically organized for further analysis by the City, including dates of incidents, cause, corrective actions, equipment involved and operational impact.

Below is the definition of Severity Levels taken from the Appendix BB Compliance Matrix.

Severity Level	RFP	Definition of Severity Levels
1	5.25.1.25	<p>A Severity One (1) Level problem is a major system Deficiency and is defined as one that results in the inability of any portion of the System to conduct business as usual. This includes the following.</p> <ul style="list-style-type: none"> ● Loss of Master Site or switchover to Backup Master Site ● Loss of one Master Controller or switchover to Redundant Master Controller ● Master Site LAN/WAN / Audio Distribution Equipment Failure ● Loss of one Simulcast Trunking Controller or switchover to Redundant Simulcast Trunking Controller ● Failure resulting in any Simulcast sub- system reverting to Site- Trunking ● Loss of one (1) or more System Manager/Alarm Terminals ● If purchased from Contractor, loss of two (2) or more Dispatch Consoles or loss of one (1) Dispatch Console where only one (1) exists ● Loss of Full- Featured Dispatch capability (revert to RF Dispatch control) ● Logging Recorder or Interface failure ● Backhaul system failure resulting in path switch or revert to standby radio ● Loss of Simulcast or Multicast Repeater site ● Repeater Site Antenna System Failure adversely effecting multiple channels ● Any component or module failure which results in loss of 20% or more of trunked channel resources
2	5.25.1.27	<p>A Severity 2 Level problem is a minor system malfunction and is defined as, one in which some system features are inoperative but SAPSRS and its users are able to conduct its business as usual. This includes the following:</p> <ul style="list-style-type: none"> ● Loss of single Repeater, loss of one (1) System Manager/Alarm Terminal ● Loss of one (1) Dispatch Console (except where a location only has one (1) console) ● any component or module failure that results in loss of the availability of a single trunked channel resource.
3	5.25.1.28	<p>A Severity 3 Level is defined as any type non- emergency, non- user effecting problem, including the following:</p> <ul style="list-style-type: none"> ● Questions or inquiries on system upgrades or intermittent problems ● Questions or inquiries on system problems currently being monitored ● Questions or inquiries regarding parts or work to be performed later, any failure of a component of the NMS or other supporting systems, where such failure does not rise to the level of Severity Level 1 or 2
4	5.25.1.29	<p>A Severity 4 Level is defined as scheduled maintenance or upgrades. Scheduled maintenance and/or upgrades will be conducted during off- peak hours and approved by the Stakeholders.</p>