

**REQUEST FOR PROPOSALS NO. PS20191072**

**AI FOR VANCOUVER POLICE DEPARTMENT FORENSIC VIDEO UNIT**

**QUESTIONS AND ANSWERS NO. 4**

**ISSUED ON NOVEMBER 6, 2019**

<b>Q1</b>	<p>Please advise on the "Service Level Commitments" referred to in the separate "Requirements" file attachment.</p>												
<b>A1</b>	<p>(note: language shall be modified to reflect an on-premise installation of VPD-owned and maintained hardware.)</p> <p><b>Service Level Commitments</b></p> <p><b>Service Uptime:</b></p> <p>(a) Vendor represents and warrants that the Services will be performed in a professional manner consistent with industry standards reasonably applicable to such Services.</p> <p>(b) Vendor represents and warrants that the Services will be operational at least 99.99% of the time in any given month during the term of this Agreement, meaning that the outage or downtime percentage will be not more than .01%.</p> <p>(c) If the Services availability falls below 99.99% in any month, Vendor shall provide VPD with a credit of that month's bill for Services according to the table below.</p> <table> <tr> <th>AVAILABILITY PERCENTAGE</th><th>PERCENTAGE OF CREDIT</th></tr> <tr> <td>99.60% to 99.69%</td><td>10%</td></tr> <tr> <td>99.50% to 99.59%</td><td>20%</td></tr> <tr> <td>99.00% to 99.49%</td><td>30%</td></tr> <tr> <td>97.00% to 99.00%</td><td>50%</td></tr> <tr> <td>Below 97.00%</td><td>75%</td></tr> </table> <p>(d) Vendor represents and warrants that ninety-five percent (95%) of all transactions shall process within no more than one (1) second, and no single transactions shall take longer than five (5) seconds to process.</p> <p>(e) If Vendor's system response times fall below the warranted level for two (2) or more consecutive weeks, Vendor shall provide VPD with a credit in the amount of twenty percent (20%) of the Services fees for that month. If Vendor's system response times fall below the warranted level for six (6) out of eight (8) consecutive weeks, Vendor shall be considered to be in default, and VPD may terminate the Agreement without penalty.</p> <p>(f) Vendor shall provide VPD with any credits resulting from all unachieved service levels in the form of a check provided to VPD no later than the tenth (10th) business day of the month following the month in which the service levels was not achieved.</p> <p>(g) Vendor shall provide VPD with monthly reports documenting its compliance with the service levels detailed herein. Reports shall include, but not be limited to, providing the following information:</p> <ol style="list-style-type: none"> <li>Monthly Services availability by percent time, dates and minutes that Services were not available, and identification of months in which agreed upon service levels were not achieved;</li> <li>Average transaction processing time per week, the fastest and slowest individual transaction</li> </ol>	AVAILABILITY PERCENTAGE	PERCENTAGE OF CREDIT	99.60% to 99.69%	10%	99.50% to 99.59%	20%	99.00% to 99.49%	30%	97.00% to 99.00%	50%	Below 97.00%	75%
AVAILABILITY PERCENTAGE	PERCENTAGE OF CREDIT												
99.60% to 99.69%	10%												
99.50% to 99.59%	20%												
99.00% to 99.49%	30%												
97.00% to 99.00%	50%												
Below 97.00%	75%												

REQUEST FOR PROPOSALS NO. PS20191072

AI FOR VANCOUVER POLICE DEPARTMENT FORENSIC VIDEO UNIT

QUESTIONS AND ANSWERS NO.4

---

	<p>processing time per week, the percent of transactions processed that meet the service levels stated herein, and identification of weeks in which agreed upon service levels are not met.</p> <p>c. Other information requested by the VPD acting reasonably.</p> <p>(h) VPD retains the right to use a third party to validate Vendor's performance in meeting agreed upon service levels.</p> <p>Vendor Issue Response Time:</p> <p>The following provisions shall be applicable to the response and correction of Service issues:</p> <p>(a) If VPD detects what it considers to be an issue in the Services which causes it not to conform to, or produce results in accordance with, the Agreement, then VPD shall by telephone or e-mail notify Vendor of the issue.</p> <p>(b) Vendor shall deliver to VPD and keep current a list of persons and telephone numbers (the "Calling List") for VPD to contact in order to obtain corrections of Services issues. The Calling List shall include: (1) the first person to contact if a question arises or problem occurs; and (2) the persons in successively more responsible or qualified positions to provide the answer or assistance desired. If Vendor does not respond promptly to any request by VPD for telephone consultative service, VPD may attempt to contact the next more responsible or qualified person on the Calling List until contact is made and a designated person responds to the call.</p> <p>(c) Vendor shall respond within two (2) hours to VPD's initial request for assistance in correcting or creating a workaround for a Services issue. Vendor's response shall include assigning fully-qualified technicians to work with VPD to diagnose and correct or create a workaround for the Services issue and notifying VPD's representative making the initial request for assistance of Vendor's efforts, plans for resolution of the issue, and estimated time required to resolve the issue.</p> <p>(d) For major issues, within twenty-four (24) hours after VPD first reports the issue, Vendor shall provide a correction or workaround acceptable to VPD. Vendor's correction process shall include assigning fully-qualified technicians to work with VPD without interruption or additional charge.</p>
--	--