

REQUEST FOR PROPOSALS “RFP” PS20201338

PROVISION OF A SOURCE HANDLING DATABASE SYSTEM FOR VANCOUVER POLICE BOARD

QUESTIONS & ANSWERS NO. 2

ISSUED ON FEBRUARY 12, 2020

Q1	What will the Form of Agreement’s “Schedule H - Performance Standard Warranties” look like?
A1	<p>For example:</p> <p>Definitions of Levels of Severity of Software performance issues:</p> <p>Critical: Software is not performing the work required in the Contract. Resolution is required within 1 business day.</p> <p>Serious: Software’s performance of the work required in the Contract is significantly reduced in productivity, speed, and/or efficiency. Resolution is required within 7 business days.</p> <p>Moderate: Software’s performance of the work required in the Contract is slightly but noticeably reduced in productivity, speed, and/or efficiency. Resolution is required within 14 business days.</p> <p>Low: Software performance is not negatively affected; however, suggestions from VPD are expected to be implemented in the next Software version/release.</p> <p>Tier 0 support:</p> <ul style="list-style-type: none"> - online trouble shooting; 24/7/365 access to support materials & FAQs - online training materials (24/7/365 access) <p>Tier 1 support:</p> <ul style="list-style-type: none"> - Vancouver business hours helpdesk for e.g. any usage problems or issues unresolved at Tier 0 <p>Tier 2 support:</p> <ul style="list-style-type: none"> - Vancouver business hours availability of experienced & knowledgeable technicians to assess issues (which can be an on-site¹ assessment) for issues unresolved at Tier 1 <p>Tier 3 support:</p> <ul style="list-style-type: none"> - access to the highest technical resources for trouble shooting for issues unresolved at Tier 2