

INTERLOCAL AGREEMENT BETWEEN THE LAS VEGAS METROPOLITAN POLICE DEPARTMENT, THE COUNTY OF CLARK, THE CITY OF LAS VEGAS, THE CITY OF HENDERSON, AND THE CITY OF NORTH LAS VEGAS REGARDING FUNDING THE REPLACEMENT OF THE SHARED COMPUTER OPERATIONS FOR PROTECTION & ENFORCEMENT (SCOPE) SYSTEM, PHASES 0 THROUGH 3

This Interlocal Agreement is hereby made and entered into on this 20TH day of OCTOBER, 2010 by and among the Las Vegas Metropolitan Police Department, a law enforcement agency serving the combined jurisdictional boundaries of the County of Clark and the City of Las Vegas, the cities of Las Vegas, Henderson, and North Las Vegas, and the County of Clark, each a political subdivision of the state of Nevada, hereinafter referred to individually as a "Party" or collectively as the "Parties."

WITNESSETH:

WHEREAS the Shared Computer Operations for Protection and Enforcement (SCOPE) system was established in 1968 as Nevada's first criminal history repository of arrests, convictions, sex offender registry, probation and parole, warrants, incidents of missing persons, dead bodies, homicides, and citations; and evolved to house non-criminal information including work card, business licensing, carrying concealed weapon applications, protection orders, mental petition orders, and family court writs; and

WHEREAS the Wanted Vehicle System (WVS) was established in 1983 as Nevada's only system to contain information on stolen and recovered vehicles, vehicles used in the commission of a felony, bait vehicles, police impounds, private tows and repossessions, seized vehicles, hit and run suspect vehicles, lost/stolen license plates, contact messages and missing adults and juveniles associated with vehicles; and

WHEREAS the SCOPE application was written in an archaic computer assembler language and WVS was written in a 50-year-old third generation programming language that is facing imminent retirement, these systems can no longer meet the information sharing demands that are required of a pliable, efficient, and effective crime fighting tool; and

WHEREAS SCOPE cannot be modified to meet the needs of the criminal justice personnel that use the system because the technology resources to support SCOPE are no longer available and where technology resources for WVS are difficult to find and institutions of higher education are no longer teaching those skills; and

WHEREAS over 80 Federal, State, Local and Tribal law enforcement and justice agencies heavily rely on SCOPE and WVS as an integral part of the process of identifying, apprehending, detaining, prosecuting and incarcerating criminals; and

WHEREAS the Clark County Information Technology (CCIT) department has provided maintenance support of the SCOPE and WVS systems and has led the initiative for their replacement; and

WHEREAS grant funds have been obtained to develop a justice information sharing system (SCOPE II) as a replacement for the SCOPE and WVS systems; and

WHEREAS the RFP evaluation and vendor selection was conducted under the guidance and support of the steering committee that consists of primary users of the current SCOPE and WVS systems from the parties as well as the Nevada Department of Public Safety; and

WHEREAS the SCOPE II system meets current business requirements in regards to a justice information sharing system and a vendor (Analyst International, Inc.) has been contracted to implement the SCOPE II system utilizing a custom solution that includes Microsoft technologies as well as various other known 3rd party technologies; and

WHEREAS the anticipated total of replacement, support, and maintenance costs for the SCOPE II system exceed the amount of available grant funds; and

WHEREAS the five (5) largest users of the SCOPE and WVS systems are the Las Vegas Metropolitan Police Department, Clark County, and the cities of Las Vegas, Henderson, and North Las Vegas; and

WHEREAS CCIT will provide technology services and staff to manage the SCOPE II project as well as the maintenance and operation of the SCOPE II system as defined in Exhibit D (Service Level Agreement Between CCIT & SCOPE II Project Agencies);

NOW THEREFORE, for and in consideration of the mutual covenants set forth herein, the parties do hereby agree as follows:

1. The services to be performed shall be specifically described herein, and this agreement incorporates the following attachments:

- Exhibit A: FY11 Cost Allocations
- Exhibit B-1: SCOPE Replacement & Maintenance FY11 Total Cost Summary
- Exhibit B-2: SCOPE Replacement & Maintenance FY11 Total Cost By Agency
- Exhibit B-3: "Big 5" FY11 Total Cost Allocations
- Exhibit C: Byrne JAG Contributions
- Exhibit D: Service Level Agreement (SLA)
- Exhibit E: Exhibit E – SCOPE II Phases Details

2. Phase 0 of the SCOPE II project includes the project initiation, SCOPE system requirements definition, design releases, and a baseline implementation plan; and

3. Phase 1 of the SCOPE II project will include the test plan, training materials, SCOPE data migration, initial SCOPE II system pre-production releases, SCOPE II system data source integration, the initial SCOPE II system "go live", and a year of Tier 2 vendor support; and

4. Phase 2 of the SCOPE II project will include the WVS replacement system requirements definition, design, implementation plan, test plan, training materials, WVS data migration, the SCOPE II system "go live", SCOPE II system enhancements test plan and training materials, SCOPE II system enhancement releases, and a year of Tier 2 vendor support along with internal support transition to CCIT; and

5. Phase 3 of the SCOPE II project will include interfaces and customizations, test plan, training materials, data source integrations, and a year of Tier 2 vendor support along with internal support transition to CCIT; and

6. The Clark County IT and Finance departments are managing the replacement and associated finances of the SCOPE II system, respectfully; and

7. The Clark County Finance department will utilize specific SAP software project codes to isolate and identify all financial activity associated with the SCOPE II system; and

8. CCIT will provide technology services and staff to manage the SCOPE II project as well as the maintenance and operation of the SCOPE II system as defined in Exhibit D (Service Level Agreement Between CCIT & SCOPE II Project Agencies);

9. The core hardware and software associated with the SCOPE II project will be located within the Clark County IT Operations Center facility; and

10. Support and maintenance is planned to be both in-house (i.e. Clark County) and contracted (Analyst International, Inc. and other 3rd-party technology support vendors); and

11. Clark County will invoice the respective parties on a quarterly basis for all actual project expenditures that occur from July 1, 2010 through June 30, 2011 under the cost sharing model as specified per agency in Exhibit A (Cost Allocations). The invoices will detail any amounts expended for the purpose of supporting the SCOPE II project, will be supported by proper evidence of the amounts paid, and will be due upon receipt.

12. The total amounts billed to each agency not to exceed the amount specified per agency in Exhibit A as determined by the estimated costs and cost sharing model detailed in Exhibits B-1 through B-3 (attached) unless the additional costs have been expressly approved in writing by all of the parties.

13. Should any additional agencies be added to this interlocal prior to its expiration, Exhibit A (Cost Allocations) will be amended to reallocate costs proportionately based on the methodology currently employed under Exhibit B-3 ("Big 5" FY11 Total Cost Allocations).

14. It is recognized that recommended allocations from the Byrne Justice Assistance Grant (JAG) were established as part of the local solicitation that included Clark County, the City of Las Vegas, the City of Henderson, and the City of North Las Vegas. Due to the SCOPE II project's consideration as a project of regional importance, those eligible agencies voluntarily waived their recommended allocations in order to partially fund the overall cost of the SCOPE II

project. As such, their recommended allocations will be, as part of this Agreement and as memorialized in the approved Byrne JAG interlocal, recognized as a contribution toward the costs of the project. Exhibit "C" defines the portions of the Byrne JAG allocations attributed to each respective agency in funding the SCOPE II project.

15. All non-grant supported expenditures incurred and revenues received from the parties will be accounted for by Clark County with a project code (via the assignment of an SAP internal order number) unique to the SCOPE II project.

16. This agreement will commence upon execution by the parties and continue until all payments due hereunder have been received and the County is fully reimbursed in accordance with this Agreement.

17. On or before December 31, 2010, the SCOPE II Steering Committee will evaluate the status of the project and the estimated costs to complete Phase 0 and 1 of the project, as well as whether to proceed with Phase 2 or 3 of the project in FY12.

18. This agreement will either be extended and amended to include projected FY12 costs or replaced with an Agreement to share anticipated costs among all entities utilizing the SCOPE II system. All participating agencies will review the agreement on April 1st of each year to begin discussions regarding the extension or amendment of the agreement effective the following July 1st.

19. Billing for usage of the current SCOPE system will continue per current agreements until which time a party no longer utilizes that system.

20. Any notice or other communication required under this Agreement (hereinafter referred to as "Notices") shall be in writing and either personally delivered or delivered by certified mail, return receipt requested, and deposited in the U.S. Mail, postage prepaid. The Notices shall be deemed received upon actual receipt. The Notices shall be directed to the parties at their respective addresses shown below:

To Las Vegas Metropolitan
Police Department:

Las Vegas Metropolitan Police Dept.
400 Stewart Avenue
Las Vegas, NV 89101
Attn: Director, Office of
Finance/Budget Section

To Clark County:

Clark County
PO Box 551212
500 S. Grand Central Pkwy.
Las Vegas, NV 89155-1111
Attn: County Manager's Office

To City of Las Vegas:	City of Las Vegas 400 Stewart Avenue Las Vegas, NV 89101 Attn: Orlando Sanchez, Deputy City Manager
To City of Henderson	City of Henderson City Hall 240 Water Street P.O. Box 95050 MSC 211 Henderson, NV 89009-5050
To City of North Las Vegas	City of North Las Vegas 13012200 Civic Center Drive Lake Mead Boulevard North Las Vegas, NV 89030 Attn: Asst. Director Police Services

Any party may change its address by giving notice in writing to the others so that, thereafter, notices, demands and other correspondence shall be addressed and transmitted to the new address. Notices given in the manner described above shall be deemed delivered on the day of personal delivery or the date delivery of mail is first attempted.

21. No party shall assign this Agreement without first obtaining the prior written consent of the others.

22. This Agreement may not be amended or modified without consent by the governing body of each party except by a written instrument executed by the parties hereto.

23. This Agreement constitutes the entire agreement between the parties hereto with respect to the subject matter hereof, and supersedes all prior understandings or agreements between the parties.

24. This Agreement and each and every related document are to be governed by, and construed in accordance with, the laws of the State of Nevada.

25. Jurisdiction for judicial review under this Agreement shall rest exclusively with the Eighth Judicial District Court, County of Clark, State of Nevada.

26. Each party shall bear its own attorneys' fees and court costs in connection with any legal proceeding hereunder.

27. If any term, covenant, condition or provision of this Agreement, or the application thereof to any person or circumstance, shall to any extent be held by a court of competent jurisdiction, or rendered by the adoption of a statute, invalid, void or unenforceable, the remainder of the terms, covenants, conditions or provisions of this Agreement, or the application thereof to any person or circumstance, shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives the day and year first written above.

INTERLOCAL AGREEMENT BETWEEN THE LAS VEGAS METROPOLITAN POLICE
DEPARTMENT, THE COUNTY OF CLARK, THE CITY OF LAS VEGAS, THE CITY OF
HENDERSON, AND THE CITY OF NORTH LAS VEGAS REGARDING FUNDING THE
REPLACEMENT OF THE SHARED COMPUTER OPERATIONS FOR PROTECTION &
ENFORCEMENT (SCOPE) SYSTEM, PHASES 0 THROUGH 3

PASSED, ADOPTED and APPROVED this 25 day of October, 2010.

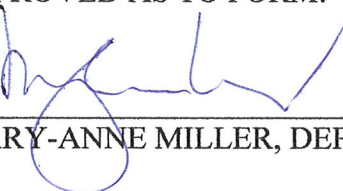
LAS VEGAS METROPOLITAN POLICE DEPARTMENT

By: 
DOUGLAS GILLESPIE, SHERIFF

ATTEST:

By: 
ANNAMARIE ROBINSON, LVMPD FISCAL AFFAIRS COMMITTEE CLERK

APPROVED AS TO FORM:

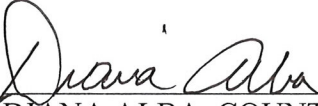
By: 
MARY-ANNE MILLER, DEPUTY DISTRICT ATTORNEY

PASSED, ADOPTED and APPROVED this 19th day of October, 2010.

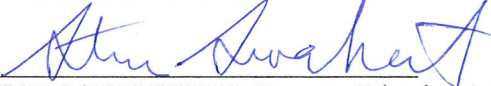
BOARD OF COUNTY COMMISSIONERS
CLARK COUNTY, NEVADA

By 
RORY REID, CHAIR

ATTEST:


DIANA ALBA, COUNTY CLERK

APPROVED AS TO FORM ONLY:
DAVID ROGER
DISTRICT ATTORNEY

By: 
STEVEN SWEIKERT, Deputy District Attorney

PASSED, ADOPTED and APPROVED this 20TH day of OCTOBER, 2010.

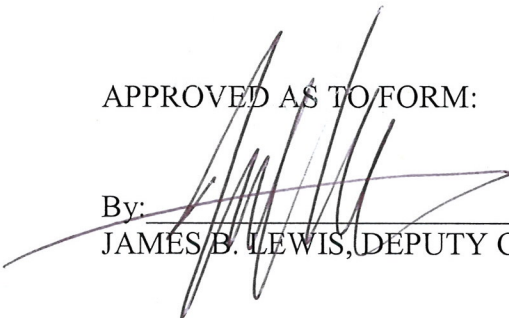
CITY OF LAS VEGAS

By: 
OSCAR B. GOODMAN, MAYOR

ATTEST:

By: 
BEVERLY K. BRIDGES, **MMC**, CITY CLERK

APPROVED AS TO FORM:

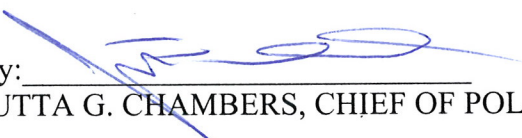
By: 
JAMES B. LEWIS, DEPUTY CITY ATTORNEY

10/20/2010 City Council Item 10
Interlocal Agreement No. 110074-PH

PASSED, ADOPTED and APPROVED this 5 day of October, 2010.

CITY OF HENDERSON

By: 
ANDY A. HAFEN, MAYOR

By: 
JUTTA G. CHAMBERS, CHIEF OF POLICE

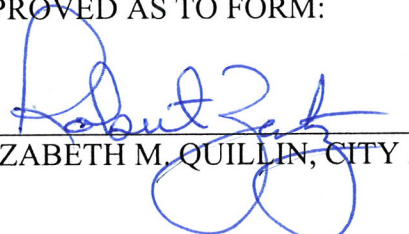
ATTEST:

COUNCIL ACTION

OCT - 5 2010

By: 
Sabrina Mercadante, CMC
City Clerk

APPROVED AS TO FORM:

By: 
ELIZABETH M. QUILLIN, CITY ATTORNEY

PASSED, ADOPTED and APPROVED this ^{3rd}~~20th~~ day of ^{November}~~October~~, 2010.

CITY OF NORTH LAS VEGAS

By: Shari L. Buck
SHARI L. BUCK, MAYOR

ATTEST:

By: Karen L. Storms
KAREN L. STORMS, CMC, CITY CLERK

APPROVED AS TO FORM:

By: Nicholas G. Vaskov
NICHOLAS G. VASKOV, CITY ATTORNEY

EXHIBIT A - FY11 COST ALLOCATIONS

SCOPE Replacement Project - SCOPE II System (Phases 0 through 3)

	FY11 Cost Estimates		
	Replacement	Operating	Total
Estimate	\$ 4,777,102	\$ 223,212	\$ 5,000,314
Less Grant/Capital	\$ 4,237,226	\$ -	\$ 4,237,226
Balance	\$ 539,876	\$ 223,212	\$ 763,088

Big 5 Agencies Portion - Breakout			Replacement			Operating			Total			% Resp.
1	Clark County		\$	137,135	\$	56,698	\$	193,833				25.4%
2	Las Vegas Metropolitan Police Department		\$	256,226	\$	105,937	\$	362,163				47.5%
3	City of Henderson		\$	59,103	\$	24,436	\$	83,539				10.9%
4	City of Las Vegas		\$	32,161	\$	13,297	\$	45,458				6.0%
5	City of North Las Vegas		\$	55,251	\$	22,844	\$	78,095				10.2%
Total			\$	539,876	\$	223,212	\$	763,088				100.00%

EXHIBIT B-1: SCOPE Replacement & Maintenance FY11 Total Cost Summary

SCOPE Replacement & Maintenance Total Cost Summary

FY10																		FY11					FY12					FY13					FY14					FY15					Total Costs		Recurring Costs		One-Time Cost																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																	
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Memo: IT Capital Allocated/Grants Awarded

HSGP	\$ 248,727
IT Capital	\$ 134,272
JAG	\$ 808,377
ARRA	\$ 2,000,000
Reid Fed Appr	\$ 1,000,000
Berkley Fed Appr	\$ 300,000
JAG FY10 - State	\$ 300,000
JAG FY10 - Clark County (CRM)	\$ 468,678
JAG FY10 - Henderson	\$ 66,447
JAG FY10 - North Las Vegas	\$ 198,095
CopperWire (Reid COPS)	\$ 400,000

Note: May not ultimately be awarded

\$ 5,924,596 Note: \$560,400 budgeted to be spent in FY10

EXHIBIT B-2: SCOPE Replacement & Maintenance Total Cost By Agency

FY11 Replacement & Maintenance Cost Model		Agency Participation - ESTIMATES						Replacement & Maint		\$ 5,000,314							
		Total FTEs	FT Users	PT Users	Other FTEs	Total % AP Usage Area	Total Cost AP Usage Area	Interface Data Elements	Total % IDE Usage Area	Total Cost IDE Usage Area	Data Contribution	Total % DC Usage Area	Total Cost DC Usage Area	Customization Needs	Total % CN Usage Area	Total Cost CN Usage Area	TOTAL AGENCY REPLACEMENT NT COST
1	Boulder City PD	62	2	58	2	0.8%	\$ 24,611	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 15,265
2	Clark County Public Defender	170	80	81	9	2.0%	\$ 66,068	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 69,773
3	Clark County Juvenile Justice	392	10	13	369	0.4%	\$ 12,453	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 16,158
4	Nellis Air Force Base2	4,000	-	19	3,981	1.2%	\$ 40,425	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 44,129
5	Clark County Park Police	23	-	19	4	0.2%	\$ 7,821	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 11,526
6	Nevada DPS Civil Name Check Program (a.k.a. Casino Project)	2	1	1	-	0.0%	\$ 820	2	3.3%	\$ 33,005	0	0.1%	\$ (687)	2	4.4%	\$ 54,828	\$ 87,966
7	Nevada Division of Investigation	95	55	40	7	0.7%	\$ 22,873	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 26,577
8	Nevada DPS Brady Handgun Program	10	9	1	-	0.1%	\$ 4,099	2	3.3%	\$ 33,005	0	0.1%	\$ (687)	2	4.4%	\$ 54,828	\$ 91,246
9	Nye County Sheriff's Office	182	23	9	150	0.4%	\$ 14,347	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 18,051
10	US Dept of Interior Bureau of Land Management	29	-	19	10	0.2%	\$ 7,870	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 11,575
11	Clark County Coroner	150	-	16	134	0.2%	\$ 7,657	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 12,469
12	Clark County Fire Department	726	-	7	719	0.3%	\$ 8,764	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 7,943
13	US Internal Revenue Service	30	12	18	0.2%	\$ 5,066	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 8,771	
14	Clark County Special Public Defender	27	5	5	17	0.1%	\$ 4,238	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 7,943
15	Nevada Division of Wildlife Law Enforcement	45	5	-	40	0.1%	\$ 2,377	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 6,082
16	Las Vegas Paiute Police Department	17	4	13	13	0.1%	\$ 1,746	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 5,451
17	Henderson Constable - CC	10	-	2	8	0.0%	\$ 885	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 4,590
18	Lincoln County Sheriffs Office	33	-	7	26	0.1%	\$ 3,082	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 6,787
19	Clark County Courts	750	2	300	448	3.9%	\$ 127,463	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	2	4.4%	\$ 54,828	\$ 230,462
20	CCDC	1,151	20	180	951	2.8%	\$ 89,777	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	5	11.0%	\$ 137,070	\$ 275,018
21	CC School District PD	172	-	147	25	1.9%	\$ 60,461	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 51,115
22	District Attorney	356	3	177	176	2.3%	\$ 75,225	2	3.3%	\$ 33,005	2	2.7%	\$ (13,737)	2	4.4%	\$ 54,828	\$ 149,322
23	FBI	450	-	400	50	5.1%	\$ 164,371	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 155,026
24	Federal Public Defender	20	-	10	10	0.1%	\$ 4,181	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 7,886
25	Henderson Muni Court	60	-	38	22	0.5%	\$ 15,757	2	3.3%	\$ 33,005	2	2.7%	\$ (13,737)	2	4.4%	\$ 54,828	\$ 89,853
26	Henderson PD	400	70	315	15	4.9%	\$ 157,936	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	5	11.0%	\$ 137,070	\$ 343,176
27	Henderson JC	21	-	8	13	0.1%	\$ 3,386	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	2	4.4%	\$ 54,828	\$ 106,384
28	Lake Mead Recreation Area	250	-	-	250	0.1%	\$ 2,050	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 5,754
29	Las Vegas Constable	30	-	30	-	0.4%	\$ 12,297	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 2,952
30	LV Detention and Enforcement	425	48	21	356	1.0%	\$ 31,202	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	2	4.4%	\$ 54,828	\$ 134,200
31	LVMPD	4,518	415	3,705	398	52.1%	\$ 1,692,064	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	5	11.0%	\$ 137,070	\$ 1,877,305
32	LV Muni Court	150	-	65	85	0.8%	\$ 27,341	2	3.3%	\$ 33,005	2	2.7%	\$ (13,737)	2	4.4%	\$ 54,828	\$ 101,437
33	Mesquite PD	310	9	266	35	3.5%	\$ 113,010	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 103,665
34	NV DMV	30	-	5	25	0.1%	\$ 2,254	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 5,959
35	NV Parole and Probation	250	-	200	50	2.5%	\$ 82,391	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 73,045
36	NHP	533	-	224	309	2.9%	\$ 94,352	5	8.3%	\$ 82,513	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 165,869
37	NLV Muni Court	40	-	20	20	0.3%	\$ 8,362	2	3.3%	\$ 33,005	2	2.7%	\$ (13,737)	2	4.4%	\$ 54,828	\$ 82,458
38	NLVPD	800	25	300	475	4.2%	\$ 137,113	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	5	11.0%	\$ 137,070	\$ 322,353
39	NLV JC	22	-	9	13	0.1%	\$ 3,796	5	8.3%	\$ 82,513	5	6.9%	\$ (34,343)	2	4.4%	\$ 54,828	\$ 106,794
40	Sparks PD	129	-	-	129	0.0%	\$ 1,058	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 4,762
41	State Contractor's Board	70	-	15	55	0.2%	\$ 6,599	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 10,304
42	State Gaming Control Board	500	2	100	398	1.4%	\$ 45,073	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 35,727
43	Taxi Cab Authority	60	-	15	45	0.2%	\$ 6,517	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 10,222
44	UNLV PD	44	-	15	29	0.2%	\$ 6,386	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	2	4.4%	\$ 54,828	\$ 49,127
45	US Treasury ATF	35	-	25	10	0.3%	\$ 10,330	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 14,034
46	US DHS ICE & CBP	45	-	25	20	0.3%	\$ 10,412	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 1,066
47	US DEA	20	-	10	10	0.1%	\$ 4,181	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 7,886
48	US Marshal Office	40	-	27	13	0.3%	\$ 11,174	0	0.2%	\$ 1,650	2	2.7%	\$ (13,737)	0	0.2%	\$ 2,741	\$ 1,829
49	US Pretrial	20	-	5	15	0.1%	\$ 2,172	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 5,877
50	US Probation	20	-	10	10	0.1%	\$ 4,181	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 7,886
51	US Secret Service	15	-	5	10	0.1%	\$ 2,131	0	0.2%	\$ 1,650	0	0.1%	\$ (687)	0	0.2%	\$ 2,741	\$ 5,836
SUM		17,739	788	6,941	10,010	100%	\$ 3,250,204	61	100.0%	\$ 1,000,063	73	100%	\$ (500,031)	46	100%	\$ 1,250,079	\$ 5,000,314

AP Usage % 65.0%
 IDE Usage % 20.0%
 DC Usage % -10.0%
 CN Usage % 25.0%

AP = Agency Participation
 IDE = Interface Data Elements Used
 DC = Data Contribution
 CN = Customization Needs

EXHIBIT B-3: "Big 5" FY11 Total Cost Allocations

\$ 763,088

Big 5 - FY11 Replacement & Maintenance Cost Distribution										Replacement Cost spread amongst all known user agencies					Small Agency cost distributed to Large Agencies				Large Agencies absorbing the cost of Smaller Agencies			
Jurisdiction	Combined Cost	% of Replace	Replacement Costs less Grant/ST Capital	FY10	FY11	FY12	FY13	FY14	Small Agency Cost	Distribute	% of Large Agency Total	Large Agency Cost	Large Agency Adjusted	FY10	FY11	FY12	FY13	FY14	Totals			
Clark County	\$ 5,000,314	100%	\$ 763,088	\$ -	\$ 763,088	\$ -	\$ -	\$ -	\$ 169,442	159,442	100%	\$ 603,647	\$ 763,088	\$ -	\$ 763,088	\$ -	\$ -	\$ -	\$ 763,088			
1 CDC	\$ 1,004,752	20.09%	\$ 153,333	\$ -	\$ 153,333	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 153,333	\$ 153,333	\$ -	\$ 153,333	\$ -	\$ -	\$ -	\$ 153,333			
2 Clark County Coroner	\$ 219,016	5.50%	\$ 41,970	\$ -	\$ 41,970	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 41,970	\$ -	\$ -	\$ -	\$ 41,970			
3 Clark County Courts	\$ 11,362	0.23%	\$ 1,734	\$ -	\$ 1,734	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,734	\$ -	\$ -	\$ -	\$ 1,734			
4 Clark County Fire Dept	\$ 230,482	4.61%	\$ 35,170	\$ -	\$ 35,170	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35,170	\$ -	\$ -	\$ -	\$ 35,170			
5 Clark County Fire Dept	\$ 12,469	0.25%	\$ 1,903	\$ -	\$ 1,903	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,903	\$ -	\$ -	\$ -	\$ 1,903			
6 Clark County Juvenile	\$ 16,158	0.32%	\$ 2,466	\$ -	\$ 2,466	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,466	\$ -	\$ -	\$ -	\$ 2,466			
7 Clark County Park Pol	\$ 11,526	0.23%	\$ 1,759	\$ -	\$ 1,759	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,759	\$ -	\$ -	\$ -	\$ 1,759			
8 Clark County Public De	\$ 69,773	1.40%	\$ 10,648	\$ -	\$ 10,648	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,648	\$ -	\$ -	\$ -	\$ 10,648			
9 District Attorney	\$ 149,322	2.99%	\$ 22,788	\$ -	\$ 22,788	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 22,788	\$ -	\$ -	\$ -	\$ 22,788			
10 District Attorney Fam	\$ -	0.00%	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
11 Henderson Constable	\$ 4,590	0.09%	\$ 701	\$ -	\$ 701	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 701	\$ -	\$ -	\$ -	\$ 701			
12 Henderson JC	\$ 106,384	2.13%	\$ 16,235	\$ -	\$ 16,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,235	\$ -	\$ -	\$ -	\$ 16,235			
13 Las Vegas Constable	\$ 2,892	0.06%	\$ 450	\$ -	\$ 450	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 450	\$ -	\$ -	\$ -	\$ 450			
14 NLV JC	\$ 106,794	2.14%	\$ 16,298	\$ -	\$ 16,298	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,298	\$ -	\$ -	\$ -	\$ 16,298			
LVMPD	\$ 1,877,304	37.54%	\$ 286,492	\$ -	\$ 286,492	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 286,492	\$ 302,163	\$ -	\$ 302,163	\$ -	\$ -	\$ -	\$ 302,163			
15 Clark County 61.4% of	\$ 1,152,665	23.05%	\$ 175,906	\$ -	\$ 175,906	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 175,906	\$ -	\$ -	\$ -	\$ 175,906			
16 CIV 38.5% of LVMPD	\$ 724,640	14.49%	\$ 110,586	\$ -	\$ 110,586	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 110,586	\$ -	\$ -	\$ -	\$ 110,586			
City of Henderson	\$ 433,029	8.66%	\$ 66,094	\$ -	\$ 66,094	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 66,094	\$ -	\$ -	\$ -	\$ 66,094			
17 Henderson Mun Court	\$ 89,653	1.80%	\$ 12,712	\$ -	\$ 12,712	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,712	\$ -	\$ -	\$ -	\$ 12,712			
18 Henderson PD	\$ 343,176	6.86%	\$ 52,371	\$ -	\$ 52,371	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 52,371	\$ -	\$ -	\$ -	\$ 52,371			
City of Las Vegas	\$ 235,627	4.71%	\$ 35,960	\$ -	\$ 35,960	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 35,960	\$ -	\$ -	\$ -	\$ 35,960			
19 LV Detention and Encl	\$ 134,200	2.68%	\$ 20,480	\$ -	\$ 20,480	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,480	\$ -	\$ -	\$ -	\$ 20,480			
20 LV Mun Court	\$ 101,427	2.03%	\$ 15,480	\$ -	\$ 15,480	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,480	\$ -	\$ -	\$ -	\$ 15,480			
City of North Las Vegas	\$ 404,812	8.10%	\$ 61,178	\$ -	\$ 61,178	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 61,178	\$ -	\$ -	\$ -	\$ 61,178			
21 NLVPD	\$ 322,353	6.45%	\$ 48,194	\$ -	\$ 48,194	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48,194	\$ -	\$ -	\$ -	\$ 48,194			
22 NLV Mun Court	\$ 82,458	1.65%	\$ 12,984	\$ -	\$ 12,984	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,984	\$ -	\$ -	\$ -	\$ 12,984			
State-OPS	\$ 444,704	8.89%	\$ 67,865	\$ -	\$ 67,865	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 67,865	\$ -	\$ -	\$ -	\$ 67,865			
23 Nevada Division of Inv	\$ 26,577	0.53%	\$ 4,056	\$ -	\$ 4,056	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,056	\$ -	\$ -	\$ -	\$ 4,056			
25 Nevada DPS Brady Ha	\$ 91,246	1.82%	\$ 13,925	\$ -	\$ 13,925	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 13,925	\$ -	\$ -	\$ -	\$ 13,925			
26 Nevada DPS Civil Nam	\$ 87,966	1.76%	\$ 13,424	\$ -	\$ 13,424	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 13,424	\$ -	\$ -	\$ -	\$ 13,424			
27 NHP	\$ 162,869	3.23%	\$ 25,313	\$ -	\$ 25,313	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 25,313	\$ -	\$ -	\$ -	\$ 25,313			
29 NV Parole and Probati	\$ 73,045	1.46%	\$ 11,147	\$ -	\$ 11,147	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 11,147	\$ -	\$ -	\$ -	\$ 11,147			
State-Other	\$ 168,538	3.37%	\$ 25,720	\$ -	\$ 25,720	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 25,720	\$ -	\$ -	\$ -	\$ 25,720			
24 Nevada Division of Wl	\$ 6,082	0.12%	\$ 928	\$ -	\$ 928	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 928	\$ -	\$ -	\$ -	\$ 928			
28 NV DMV	\$ 9,959	0.19%	\$ 1,490	\$ -	\$ 1,490	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,490	\$ -	\$ -	\$ -	\$ 1,490			
30 Tax Cab Authority	\$ 10,222	0.20%	\$ 1,560	\$ -	\$ 1,560	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,560	\$ -	\$ -	\$ -	\$ 1,560			
31 CC School District PD	\$ 51,115	1.02%	\$ 7,801	\$ -	\$ 7,801	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,801	\$ -	\$ -	\$ -	\$ 7,801			
32 UNLV PD	\$ 49,127	0.98%	\$ 7,487	\$ -	\$ 7,487	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,487	\$ -	\$ -	\$ -	\$ 7,487			
33 State Contractor's Boa	\$ 10,304	0.21%	\$ 1,573	\$ -	\$ 1,573	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,573	\$ -	\$ -	\$ -	\$ 1,573			
34 State Gaming Control	\$ 35,727	0.71%	\$ 5,452	\$ -	\$ 5,452	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 5,452	\$ -	\$ -	\$ -	\$ 5,452			
Federal	\$ 277,566	5.55%	\$ 42,357	\$ -	\$ 42,357	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 42,357	\$ -	\$ -	\$ -	\$ 42,357			
35 FBI	\$ 155,026	3.10%	\$ 23,658	\$ -	\$ 23,658	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 23,658	\$ -	\$ -	\$ -	\$ 23,658			
36 Federal Public Defend	\$ 7,886	0.16%	\$ 1,203	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ 1,203			
37 Lake Mead Recreation	\$ 5,754	0.12%	\$ 878	\$ -	\$ 878	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 878	\$ -	\$ -	\$ -	\$ 878			
38 Nellis Air Force Base2	\$ 44,129	0.88%	\$ 6,735	\$ -	\$ 6,735	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,735	\$ -	\$ -	\$ -	\$ 6,735			
39 US DEA	\$ 7,886	0.16%	\$ 1,203	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ 1,203			
40 US Dept of Interior Bul	\$ 11,575	0.23%	\$ 1,766	\$ -	\$ 1,766	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,766	\$ -	\$ -	\$ -	\$ 1,766			
41 US DHS ICE & CBP	\$ 1,066	0.02%	\$ 163	\$ -	\$ 163	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 163	\$ -	\$ -	\$ -	\$ 163			
42 US Internal Revenue S	\$ 8,771	0.18%	\$ 1,329	\$ -	\$ 1,329	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,329	\$ -	\$ -	\$ -	\$ 1,329			
43 US Marshall Office	\$ 1,829	0.04%	\$ 279	\$ -	\$ 279	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 279	\$ -	\$ -	\$ -	\$ 279			
44 US Prerial	\$ 5,877	0.12%	\$ 897	\$ -	\$ 897	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 897	\$ -	\$ -	\$ -	\$ 897			
45 US Probation	\$ 7,886	0.16%	\$ 1,203	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,203	\$ -	\$ -	\$ -	\$ 1,203			
46 US Secret Service	\$ 5,836	0.12%	\$ 891	\$ -	\$ 891	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 891	\$ -	\$ -	\$ -	\$ 891			
47 US Treasury ATF	\$ 14,034	0.28%	\$ 2,142	\$ -	\$ 2,142	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,142	\$ -	\$ -	\$ -	\$ 2,142			
Outside County	\$ 133,268	2.67%	\$ 20,337	\$ -	\$ 20,337	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,337	\$ -	\$ -	\$ -	\$ 20,337			
48 Lincoln County Sheriff	\$ 6,707	0.14%	\$ 1,036	\$ -	\$ 1,036	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,036	\$ -	\$ -	\$ -	\$ 1,036			
49 Mesquite PD	\$ 103,665	2.07%	\$ 15,820	\$ -	\$ 15,820	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,820	\$ -	\$ -	\$ -	\$ 15,820			
50 Nye County Sheriff's C	\$ 18,051	0.36%	\$ 2,755	\$ -	\$ 2,755	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,755	\$ -	\$ -	\$ -	\$ 2,755			
51 Sparks PD	\$ 4,762	0.10%	\$ 727	\$ -	\$ 727	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 727	\$ -	\$ -	\$ -	\$ 727			
City of Boulder	\$ 15,245	0.31%	\$ 2,330	\$ -	\$ 2,330	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,330	\$ -	\$ -	\$ -	\$ 2,330			
52 Boulder City PD	\$ 15,265	0.31%	\$ 2,330	\$ -	\$ 2,330	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,330	\$ -	\$ -	\$ -	\$ 2,330			
Tribal	\$ 5,451	0.11%	\$ 832	\$ -	\$ 832	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 832	\$ -	\$ -	\$ -	\$ 832			
53 Las Vegas Paiute Polic	\$ 5,451	0.11%	\$ 832	\$ -	\$ 832	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 832	\$ -	\$ -	\$ -	\$ 832			

NOTE: Only 53 agencies are shown because these are the agencies currently tracked by the CCIT billing system. Other agencies gain indirect access to SCOPE via another agency.

EXHIBIT C

Agency Contributions Toward the SCOPE II Project via Edward Byrne JAG Funds Received

Big 5 Agencies Portion - Breakout		Total
1	Las Vegas Metropolitan Police Department	\$ -
2	Clark County	\$ -
3	City of Las Vegas	\$ 463,502
4	City of Henderson	\$ 69,018
5	City of North Las Vegas	\$ 206,840
Total		\$ 739,360

Memo: Mesquite allocation of \$69,018 Edward Byrne JAG funds contributed towards costs of overall SCOPE II project (total Edward Byrne JAG funds put towards SCOPE II project = \$808,377)



Exhibit D - Service Level Agreement (SLA)

Between

Clark County Information Technology (CCIT)

and

**Shared Criminal Operations for the Protection and
Enforcement (SCOPE II) Project Agencies**

For Support of

SCOPE II Services

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1 General overview

This Service Level Agreement (SLA) documents the information technology (IT) support services provided by the Clark County Information Technology (CCIT) Department and the SCOPE II User Agencies for support of SCOPE II Services. The ultimate objective of this Agreement is to document internal IT support group services and processes to ensure high-quality and timely delivery of project and production support of SCOPE II Services to customers. This SLA directly addresses the internal IT structure required to support SCOPE II customer requirements.

Parties

The parties affected by this SLA are:

- Clark County CCIT
- SCOPE II User Agencies

Environment

The SCOPE II User Agencies provide justice and public safety services to the public of Clark County and Nevada. SCOPE II, which stands for Shared Criminal Operations for the Protection and Enforcement, second version, is the information system of choice for replacing the SCOPE & Wanted Vehicles systems.

The SCOPE II will reside on equipment that is located in the CCIT's Operations Center. The SCOPE II User Agencies will use the SCOPE II to perform their duties in providing justice and public safety services. Most law enforcement agencies operate on a 24x7 basis.

CCIT will work to ensure that the application infrastructure is maintained in a reliable way so that the SCOPE II Services are available when required by SCOPE II users.

Contact persons

Agency Contact	Agency Contact	Agency Contact	Agency Contact	Agency Contact
Lynne Cavalieri Las Vegas Metropolitan L2458C@LVMPD.COM	Kowan Connolly, North Las Vegas Police Department connollyk@cityofnorth lasvegas.com	Hillary Velado Henderson Police Department Hillary.Velado@cityofhende rson.com	Gary Bishop Las Vegas Detention & Enforcement gbishop@lasvegasnev ada.gov	Kathy Komba Nevada Department of Public Safety komba@dps.state.nv. us

CCIT Applications Contact	CCIT Infrastructure Contact	CCIT Telecommunications Contact	CCIT Support Contact	CCIT Change Manager Contact
Rosalina Rios Business Services Manager 455-4036 rrios@co.clark.nv.us	Dave Young Infrastructure Manager 455-2230 dyoung@co.clark.nv.us	Lester Lewis Network/Telecommunications Administrator 455-4023 llewis@co.clark.nv.us	George Lopez Support Manager 455-3021 glopez@co.clark.nv.us	Janice Piestrak Change Manager 455-5573 piestrak@co.clark.nv. us

2 Terms and conditions

Agreement period

This Agreement is valid from the effective date of the interlocal agreement between the SCOPE II User Agencies and Clark County and remains in effect throughout the life span of the interlocal agreement.

Hours of coverage

Except for after-hours help desk support, the procedures in this Agreement are followed from **8:00 a.m. to 5:00 p.m., Monday through Friday** (except on County holidays). SCOPE II user Agencies may request emergency services from CCIT for urgent issues during non-covered hours by calling the CCIT Help Desk at 455-3282.

3 Covered services

Services that are covered in this agreement

1. Project management of the SCOPE II project, including the Analyst International Consulting (AIC) contract and supplemental technology providers. Project management will include coordination with the Project Steering Committee and project team, management of the vendor contracts, project scope, schedule, budget, and status reporting.
2. Business analysis support for:
 - Business process flows, liaison between vendor and functional team on quality assurance on business requirements and system design;
 - Data migration planning, offloading, data validation, transformation, cleanup, and liaison between vendor and functional team on quality assurance of data conversion;
 - Testing planning, liaison between vendor, functional team, and technical team for quality assurance on testing criteria, test scenarios, and test cases for user acceptance testing, including defect tracking, failover, stress, and regression testing;
 - Documentation and training, liaison between vendor and functional team on quality assurance of system, user documentation, and training;
 - Backup and recovery, liaison between vendor, functional, and technical team for quality assurance on planning backup preventive maintenance;
 - Security administration, liaison between vendor, functional, and technical team for planning security requirements, roles, privileges, management and administration, and documentation thereof.
3. Application technical support for:
 - Data migration;
 - Legacy system technical consulting;
 - Application coding standards;
 - Application support for the new SCOPE II as it is transitioned from AIC to CCIT.
 - Application support will include fixing application software and data bugs, enhancing application functionality, coordinating, planning, and testing application upgrades, maintaining application source version control to application changes, and maintaining application support documentation.

- Application reporting services are excluded and will be federated to enable Agencies to have their respective technology resources provide that service.
 - Application enhancements that exceed 3 months or 480 hours of work effort, or result in unbudgeted equipment or vendor services costs are excluded from normal application support. Such requests will be referred to the SCOPE II Change Management Committee for resource supplements.
 - Application training will be minimal and provided via a “train-the-trainer” approach to the Agencies before application enhancements are deployed. Agencies will be required to provide/maintain end-user and technical training.
 - Application enhancements and upgrades will be coordinated with and governed by the SCOPE II Change Management Committee comprised of the noted Agency Contacts.
4. The SCOPE II Change Management Committee comprised of the noted Agency Contacts will review and approve all SCOPE II application changes (enhancements, upgrades). All changes to the SCOPE II application and supporting infrastructure will be governed by the CCIT Change Management Policy (IT-GOV-01-GDL-004-001), Process (IT-GOV-01-PRC-004-001) and Guideline (IT-GOV-01-GDL-004-001) in coordination with the SCOPE II Change Management Committee.
 5. Support of installed servers, storage devices, and application software that comprise the SCOPE II Services. The components supported by CCIT are located on CCIT premises. A detailed list can be made available upon request.
 6. Network support of network devices and circuits managed by CCIT that support SCOPE II connectivity services. Network issues affecting agency connectivity to SCOPE II should first be reported via their respective Agency Help Desk Support Centers to detect source of issue. For unresolved source of network issues affecting SCOPE II connectivity services, CCIT will work with respective IT counterparts and vendors to identify source of problem and to reestablish connectivity.
 - The SCOPE II system will use the Clark County assigned 198.51.142.0 network for outside agency access to the extent possible. In addition, the SCOPE II system will use the following private networks internally: 172.29.144.0, 172.29.145.0, 172.29.146.0, 172.29.147.0. In the event that one of these private address ranges causes a conflict with a subscribing Agency, it will be the responsibility of the subscribing Agency to change to address the conflict.
 7. After-hours, weekend, and holiday First Tier Help Desk services for times outside the normal business hours. A detailed procedure is documented in [Appendix C](#).
 8. After-hours, weekend, and holiday monitoring services for times outside the normal business hours at the CCIT Support Center. A detailed procedure is documented in [Appendix D](#).
 9. SCOPE II Password Reset and Unlock User Account services, as described in [Appendix E](#) for SCOPE II users provisioned by CCIT.

4 Party responsibilities

SCOPE II Agency responsibilities

Each agency agrees to:

- Test compatibility of SCOPE II application with system upgrades and patches.

- Provide end-user and technical training associated with system upgrades and enhancements.
- Provide application reporting services.
- Follow appropriate procedures for requesting services as defined by the CCIT.
- Determine appropriate ticket priority (low, medium, or high) in cooperation with CCIT.
- Request and schedule special services or major changes well in advance through the CCIT Help Desk and following procedures defined by CCIT.
- Be available to provide critical information upon receiving a request for information from CCIT seeking to resolve a SCOPE II service issue.
- Provide current contact information and incident escalation procedure for emergency after-hours support between the hours of 5:00 p.m. and 8:00 a.m. as well as on weekends and holidays.
- Keep CCIT Help Desk informed of status of after-hours incidents that have been escalated via SCOPE II Agency Help Desk Support, until resolved.

CCIT responsibilities

CCIT agrees to:

- Meet response times associated with the priority assigned to incidents and service requests.
- Maintain appropriately trained staff to deliver services outlined in Section 3.
- Schedule maintenance (downtime) for the SCOPE II application and supporting infrastructure Tuesday and Thursday mornings between 2 a.m. and 6:00 a.m. unless circumstances warrant performing maintenance at another time.
- Communicate in writing (e-mail) with agency contacts regarding changes such as application, hardware installation, upgrades, updates or patches. (see *Change management*, at Section 9).

5 IT personnel

CCIT has estimated the type and percentage of time for each of the IT personnel resources to be applied to the project and maintenance thereafter of SCOPE II. CCIT with Clark County Finance will track the actual hours applied to the SCOPE II project and will adjust the estimate with actual each quarter. Chargeback costs for IT personnel resources will be handled within the interlocal agreement (per Exhibit A). Where possible, CCIT will implement a federated model of SCOPE II services as mutually agreed upon by agency representatives to minimize number of CCIT personnel needed to support SCOPE II and to enable agencies to self-serve their needs. IT Personnel resources are documented in *Appendix G: Estimated IT Personnel*.

6 Service requests

Services (as opposed to incidents; see Reporting incidents below) are planned activities the SCOPE II User Agencies know will be required at some time in the future. SCOPE II User Agencies can submit service requests by sending an e-mail message to the CCIT Help Desk at ITHelpDesk@co.clark.nv.us or by calling 702-455-3282. Advance notice requirements can vary by

requested service. Sample Service Requests are documented in *Appendix F: Sample Service Requests*.

7 Reporting incidents

SCOPE II Agency Help Desk Support Centers provide initial support for incidents related to the SCOPE II Services. If the incident is believed to be caused by an application or infrastructure component, the SCOPE II Agency Help Desk Support Center will escalate the ticket to the CCIT Help Desk per documented procedures. A detailed procedure is documented in Appendix C.

8 Documentation

CCIT agrees to maintain up-to-date documentation of SCOPE II installed software and hardware infrastructure and enter appropriate information in a repository so that it is available to all staff or user agencies for reference.

CCIT agrees to maintain up-to-date SCOPE II application documentation, such as application landscape, software versions, database instances and their tuning parameters, SCOPE II users, and their privileges, etc.

To minimize support issues and maintain responsiveness on critical issues, SCOPE II User Agencies agree to maintain end-user documentation and to train users on SCOPE II. Initial SCOPE II end-user documentation and training will be provided by AIC as described in the Statement of Work contract with AIC.

CCIT agrees to maintain up-to-date documentation of installed hardware infrastructure, such as: contents of operating systems configuration files, lists of devices and their associated parameters, system tuning parameters, etc. Initial SCOPE II infrastructure documentation will be provided by AIC as described in the contract with AIC.

Documentation will be stored on SharePoint sites, and appropriate access will be granted to pertinent documentation.

9 Change management

Change management oversees events that alter the existing state of IT services, including SCOPE II software, associated hardware, networks, documentation, and facilities. CCIT will work with SCOPE II User Agencies to minimize disruption of SCOPE II Services by communicating in advance of any planned changes.

The CCIT Change Manager will provide the SCOPE II User Agency contacts and SCOPE II Change Management Committee with agendas and minutes of CCIT Enterprise Change Advisory Board meetings.

The SCOPE II Change Management Committee will provide the CCIT Change Manager with timely notification of key events that affect SCOPE II Services, including periods of critical availability, to be documented as Change Events on the Clark County Enterprise Forward Schedule of Change.

SCOPE II application changes, as approved by the SCOPE II Change Management Committee, will be documented by CCIT staff supporting the SCOPE II system and governed by the CCIT Change Management Policy (IT-GOV-01-POL-004).

Changes to the infrastructure supporting the SCOPE II Application will be documented by CCIT staff, governed by the CCIT Change Management Policy (IT-GOV-01-POL-004), and coordinated with the SCOPE II Change Management Committee.

The SCOPE II Change Management Committee may designate representatives to attend/participate in CCIT's weekly Enterprise Change Advisory Board meetings.

Appendix A: Installation of SCOPE II GUI Software

CCIT distributes the SCOPE II GUI client software to all departments and agencies that use the SCOPE II application.

For County departments that CCIT supports, CCIT is responsible for the installation of the SCOPE II GUI client software on the computers of SCOPE II users. This is done using automated software distribution tools, such as MSI and SMS. These deployments can consist of:

- New versions
- Configuration changes
- .ini file replacements

For departments and agencies that CCIT does not support, CCIT distributes SCOPE II GUI client software to agency technical liaisons who, in turn, install the software on the computers of their users.

For departments and agencies that CCIT will support, the following apply:

SCOPE II User Agency submits requests for deployment of the SCOPE II GUI client through CCIT Help Desk, as described in Service Requests on Page 5. Lead times for each type of request are documented in *Appendix F: Sample Service Requests*.

SCOPE II User Agency provides the SCOPE II GUI client software versions, configuration changes, .ini files, etc. that are to be deployed to IT Desktop support.

SCOPE II User Agency and CCIT Change Management processes review and approve SCOPE II GUI client changes before deployment (See Change Management on page 6).

SCOPE II User Agency and IT Desktop Support jointly test changes to the SCOPE II GUI client. This includes, but is not limited to, testing the client with all installed versions of MS Office.

CCIT includes SCOPE II User Agency in test plans for changes to Enterprise-wide applications, to ensure compatibility with the SCOPE II GUI client.

CCIT includes SCOPE II User Agency in Early Adopters for Windows operating system patches, to ensure early identification of any incompatibility with the SCOPE II GUI client.

SCOPE II User Agency notifies CCIT immediately of any incidents that arise related to the SCOPE II GUI client after implementation of any patches or upgrades.

Appendix B: Installation of SCOPE II network-attached printers

CCIT and SCOPE II User Agencies work together to add network-attached printers in the SCOPE II system. There is an assumption that every new network-attached printer should be set up in SCOPE II. As the technical architecture and functional requirements for the SCOPE II system evolve, the need to define network-attached printers in the SCOPE II system may not be needed or may result in a set of compatible printers for agencies to procure and install.

Not all network-attached printers are supported by the SCOPE II application. Installing a non-supported printer to SCOPE II may result in reduced functionality. Upon receipt of a request to set up a new printer, SCOPE II User Agency determines whether or not to add it to SCOPE II.

For County departments that the CCIT supports, the CCIT is responsible for the installation of printers on the network print server. Requests for new printers to be installed are submitted to the CCIT Help Desk, who assigns them to CCIT Desktop Support.

Upon completion of installation of the printer on the network, the CCIT Desktop Support will provide the CCIT Help Desk the following information:

- Printer Network Name or IP Address
- Printer Appliance Name or IP Address
- Printer Model
- Printer Location

For County departments or agencies CCIT does not support, new printers are installed by the department's or SCOPE II User Agency's technical resources. Requests for these new printers to be added to SCOPE II are submitted to the respective department or Agency's IT Help Desk.

CCIT maintains a list of network printers they have installed with an indication of whether or not the printer is set up in SCOPE II. This list is available to SCOPE II User Agencies upon request.

CCIT maintains a list of SCOPE II-supported printers. This list is available to all SCOPE II User Agencies upon request.

Appendix C: After-Hours Help Desk Support

After-Hours CCIT Help Desk Support

The following services are provided 7 days a week from 5 p.m. to 8 a.m. and 24 hours a day on weekends and holidays:

- Logging of all telephone calls received for support related to SCOPE II Services in designated call tracking system
- Resetting of SCOPE II passwords (See Appendix F) for CCIT provisioned users
- Unlocking of SCOPE II user accounts (See Appendix F) for CCIT provisioned users
- Escalation of tickets to SCOPE II Support (see Logging Tickets and Service Requests)
- Providing reports of tickets logged

Logging Incidents and Service Requests:

- For user calls that do not fall into the category of "password resets" and/or "user unlocks" a ticket is raised and routed to "SCOPE II Support"
- General information to record should conform with the pre-existing work instructions for the SCOPE II Support ticket capturing process
- "Special Circumstance"
 - SCOPE II reported as "Down"
 - Definition: For purposes of this document, "SCOPE II Down" is defined as:
 - User unable to log into the SCOPE II system (provided they are using the correct login name and password – password and user resets are NOT included in this category)
 - User unable to save data (error message "short dump" results when attempting to save data)
 - Confirmation:
 - First CCIT will confirm this is not 'normal maintenance', other scheduled downtime, network connectivity issues, etc. by checking the CCIT Change Schedule (See Change Management on page 7)
 - If scheduled or normal downtime, or other non-SCOPE II-related issues, no action is required (For SCOPE II User Agency Support)
 - If SCOPE II is confirmed as down, and not part of scheduled or 'normal' maintenance:
 - The contact list provided for after-hours emergency support will be used
 - The contacts on the list are called in the order listed

- Once the outage has been reported to a 'Live' contact, the emergency contact handles the issue (and any further contacts) from that point forward
- A ticket is logged, assigned a Priority 1, and routed to SCOPE II Support

Incident Priority:

For purposes of 'after hours' support, all tickets are classified only as Priority 3, or Priority 1, as follows:

- All tickets are classified as Priority 3 with the following exceptions:
 - Password resets and User unlocks performed by After Hours Help Desk are logged as Priority 2.
 - See note "Special Circumstances" (supra) for "SCOPE II Down" (Immediate Priority 1 if confirmed as 'Down')
 - Use CCIT Incident guidelines for classification of other issues
 - For Priority 1 incidents, the contact listing as defined for "SCOPE II Down" will be followed
 - It is not expected there will be many Priority 1 incidents related to SCOPE II being down
 - Exceptions:
 - If CCIT Help Desk is unsure of the Impact/Urgency/Priority, the incident will be logged, and the "after-hours" contact listing used. Once a 'live' contact is reached, the incident details will be provided and the after-hours contact will handle the incident from that point forward. Diligence will be applied in exercising this option.
 - Other off-hours contingencies fall to the SCOPE II Users to arrange for after-hour SCOPE II support in advance if they--or their group/department--have planned after-hours activities requiring SCOPE II Support.

- Response Times- Response and resolution times are associated with the below Priority matrix.

Priority Matrix

IMPACT 	HIGH Entire department, division or multiple PRIORITY USERS affected	HIGH 2	CRITICAL 1	CRITICAL 1
	MEDIUM Small group of users (4 - 25); or a single PRIORITY USER	MEDIUM 3	HIGH 2	CRITICAL 1
	LOW Few (1 to 3) users	LOW 4	MEDIUM 3	HIGH 2
		LOW Provided service is not affected <u>Work-around</u> available	MEDIUM Non business-critical Provided service is affected May or may not have <u>work-around</u> available	HIGH Business-critical provided service* is affected No <u>work-around</u> available
		URGENCY 		

Target Response and Resolution Times by Priority.

*Click Here: [Project Logging Procedures for Priority 5 ticketing.](#)

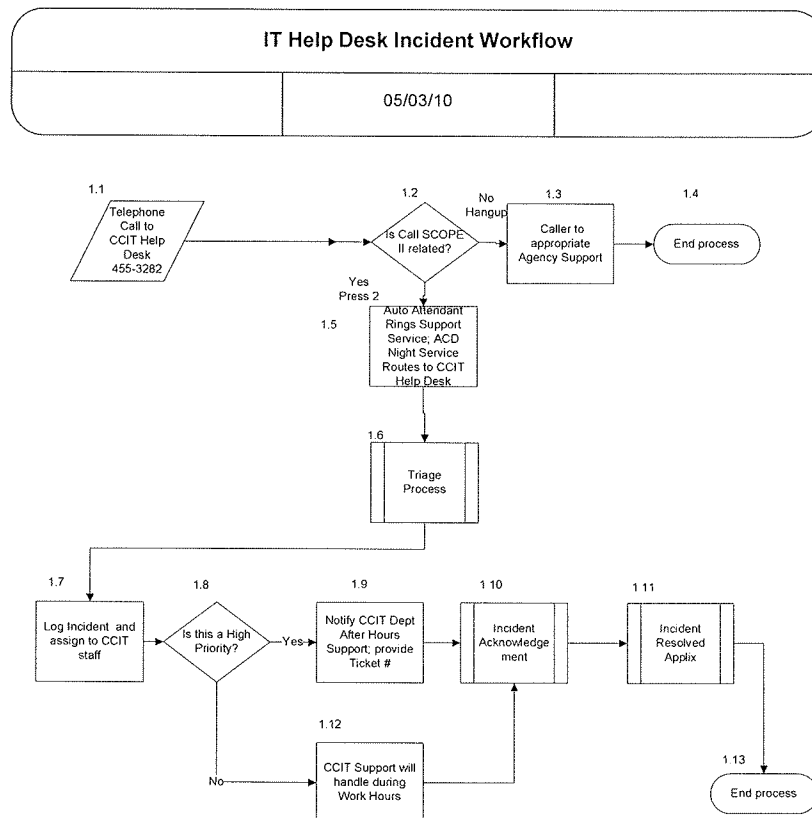
Targets	Critical (1)	High (2)	Medium (3)	Low (4)
Maximum RESPONSE Time	< 15 Minutes	< 2 hours	< 8 hours	< 16 hours
Maximum RESOLUTION Time	2 hours	8 hours	48 hours	Planned or Negotiated

After-Hours Emergency Contacts:

A current listing of CCIT support staff and work and home phone numbers will be provided by the CCIT managers and maintained by the CCIT Help Desk for performing after-hours emergency contacts.

Calls for after-hours support are made to the above listing in the order the contacts are listed. Once a 'live' person is reached, no additional calls need be made. SCOPE II User Agency Support takes any required actions, or further contacts, at that time.

SCOPE II AGENCY Support keeps CCIT Help Desk informed of status of incident, until resolved.



- 1.0 Telephone call to 455-3282 is initiated.
- 1.1 Auto Attendant answers and informs caller of two choices.
- 1.2 Caller selects "1" IT SCOPE II issue. Go to 1.5.
- 1.3 If not an IT SCOPE II issue, caller hangs up and should call appropriate support agency.

- 1.4 End Process
- 1.5 If caller selects "1", Auto Attendant rings the CCIT Help Desk.
- 1.6 CCIT Help Desk performs SCOPE II triage to determine if this is a Priority 1 SCOPE II issue.
- 1.7 CCIT Help Desk logs incident and assigns to SCOPE II Support.
- 1.8 CCIT Help Desk determines if this is a Priority 1 SCOPE II incident that requires After Hours support. If no, go to 1.9; if yes, go to 1.10
- 1.9 SCOPE II User Agency will receive email notification of the incident and handle it during their regular work hours. Go to 1.11.
- 1.10 If issue is a Priority 1, then CCIT Help Desk will notify SCOPE II After Hours Support and provide the incident number that has been assigned.
- 1.11 The support person to whom the incident is assigned contacts the customer to acknowledge receipt of the incident.
- 1.12 Incident resolved. If resolution occurs during After Hours period, CCIT Help Desk is notified of resolution.
- 1.13 Process Complete.

Appendix D: After-Hours Monitoring

CCIT Operations provides after-hours monitoring of SCOPE II by receiving e-mail alert messages and contacting SCOPE II User Agencies. This service is provided 7 days per week from 5 p.m. to 8 a.m. and 24 hours per day on weekends and holidays:

- SCOPE II monitoring application is configured to send e-mail messages to the CCIT Operations e-mail account when an alert is raised.
- CCIT Operations logs an incident ticket using the Logging Incidents and Service Requests instructions in [Appendix C](#).
- CCIT Operations contacts SCOPE II AGENCY after-hours alert contacts as identified below:

SCOPE II AGENCY After-Hours Alert Contacts:

A current listing of SCOPE II AGENCY After-Hours Alert Contacts and work and home phone numbers will be provided by the SCOPE II Agency managers and maintained by the CCIT Service Desk.

Appendix E: Password Resets and Unlock User Accounts

SCOPE II Security will be configured to distribute administration to agencies using the Active Directory Federated Services. For users provisioned by CCIT, the CCIT Help Desk will reset passwords and unlock user accounts for users for the SCOPE II application.

Appendix F: Sample Service Requests

<i>SCOPE II PRODUCTION REQUESTS</i>	
SERVICE REQUEST	LEAD TIME FOR REQUEST
Deployment of new version of SCOPE II GUI Includes SCOPE II Desktop client upgrades and SCOPE II Desktop client installation services	6 weeks before scheduled deployment date SCOPE II User Agency will provide any new client version and configuration to CCIT Desktop Support
Deployment of updated SCOPE II GUI client configuration Includes SCOPE II Desktop client upgrades and SCOPE II Desktop client installation services	6 weeks prior to scheduled deployment date SCOPE II AGENCY in conjunction with CCIT Support staff will provide SCOPE II Client configuration changes that need to be deployed
Deployment of replacement .ini file for SCOPE II GUI client	2 weeks prior to scheduled deployment date
Installation: configuration and customization of system hardware and operating systems.	4 weeks prior to scheduled deployment date
Hardware Upgrades: upgrade memory RAM and disk drives and install peripheral cards.	3 weeks prior to scheduled installation date SCOPE II User Agency will procure required hardware
Operating system Updates: installing operating system updates	4 weeks prior to scheduled installation date
Operating System Patches: applying operating system patches	Will occur monthly
New Virtual Server Creation: creation of new virtual servers, including storage allocation and backup (excludes applications)	2 weeks prior to required date
Storage Allocation: increase/decrease assigned storage or move to different tier	4 weeks prior to required date
Point-In-Time Backup of Operating Systems	3 business days prior to required date

<i>SCOPE II PROJECT-RELATED REQUESTS</i>	
SERVICE REQUEST	LEAD TIME FOR REQUEST
Deployment of replacement .ini file for SCOPE II GUI client	1 week prior to scheduled deployment date

Appendix G: Estimated IT Personnel

SCOPE II Estimated IT Personnel

Personnel	FY10	FY11	FY12	FY13	FY14	FY15	Total
Application Supervisor		0.15	0.15	0.15	0.15	0.15	0.75
Customer Support Specialist		0.10	0.10	0.10	0.10	0.10	0.50
Programmer Analyst		1.00	1.00	1.00	1.00	1.00	5.00
Project Manager	1.00	1.00	1.00	1.00			4.00
Sr Business Systems Analyst	1.00	1.00	1.00	1.00	1.00	1.00	6.00
Sr Database Administrator	0.75	0.75	0.75	0.75	0.50	0.50	4.00
Sr Network Analyst		0.10	0.10	0.10	0.10	0.10	0.50
Sr Programmer Analyst		1.00	1.00	1.00	1.00	1.00	5.00
Sr Systems Programmer	1.00	1.00	1.00	1.00	1.00	1.00	6.00
Systems Operator		0.10	0.10	0.10	0.10	0.10	0.50
Total	3.75	6.20	6.20	6.20	4.95	4.95	32.25

Grants & Capital sufficient	
Grants & Capital sufficient	
Grants & Capital sufficient	
Grants & Capital sufficient	