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Department of

Registrar-Recorder/County Clerk

**REQUEST FOR PROPOSALS –**

**K.2 HOSTING (ON-PREM OR CLOUD) STATEMENT OF WORK**

**RESPONSE TEMPLATE**

**FOR**

**ELECTION MANAGEMENT SYSTEM IMPLEMENTATION AND SERVICES**

**RFP: #21-006**

**August 16, 2021**

**---------------------------------------------------------------------------------**

**Prepared By**

**County of Los Angeles**

**Registrar-Recorder/County Clerk — Contracts Section Room 7211**

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# Introduction

This Statement of Work (SOW) describes the Services and Deliverables [Contractor] will provide related to Hosting Services for the Election Management System (EMS).

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| **Instructions:** The Proposer must complete the blue response blocks included in the text below followed by detailed responses to confirm the approach it will take in executing the EMS Hosting Services. The Proposer’s response must directly pertain to the tasks and es without including extraneous content such as marketing language related to broad or unrelated capabilities.  Do not change any of the existing text. Any changes to the existing language may result in disqualification of the Proposer. |

* 1. Deliverable Development and Approval Process

This Section specifies a repeating process for developing Deliverables for this SOW. Each deliverable will be developed in accordance with the following [Contractor] obligations:

1. All Deliverables must be developed in the form and format agreed to by the County and [Contractor] using a Deliverable Expectations Document (DED) approved by the County prior to work commencing on the Deliverable. As each Deliverable is submitted, [Contractor] must include a copy of the approved DED as the cover sheet.
2. Develop agendas, coordinate scheduling with the County, and facilitate all necessary sessions (e.g., workshops, meetings, etc.) to develop the Deliverables.
3. Record and analyze the input received from the sessions and distribute results / minutes for review to participants.
4. Prepare drafts of the Deliverables for the County’s review.
5. Provide a structured process for the County to provide feedback on drafts, including sessions, as appropriate.
6. Compile and incorporate the County’s feedback to the draft Deliverables and prepare revised Deliverables.
7. Distribute the revised Deliverables to the County for review. Obtain and analyze the County’s feedback as above and repeat, if necessary.
8. Prepare final versions of the Deliverables including, prior to distribution for approval by the County, validation by [Contractor] that the Deliverables conform to the DED.

After receipt of a Deliverable from [Contractor], the County Program Manager or designee will distribute to the appropriate Project team to review and provide feedback. The County Program Manager or designee will notify [Contractor] in writing with specific changes requested, including a reasonably detailed explanation of the reason(s) why the Deliverable should be modified, in a mutually agreed upon timeframe based on the nature of the Deliverable and the schedule.

1. Hosting
   1. Plan and Prepare for Hosting Services

Team members from [Contractor] and the County will be introduced, and their specific roles described. [Contractor] will provide training, as required, for the County resources related to Hosting Services and will introduce its tools, existing Hosting Services, Hosting-related artifacts, Hosting methodologies, and best practices that it will use throughout this SOW. [Contractor] will define a network connectivity architecture that meets the County’s requirements and prepare a Hosting Services Delivery document which articulates its approach to providing Hosting Services.

* + 1. Conduct Kickoff

[Contractor] will conduct a Hosting Services Kickoff meeting to introduce the County resources to the services covered by this SOW, including the timelines and nature of the work effort that will be required.

Before the Hosting Services Kickoff meeting, [Contractor] will:

* Work with the County to identify all [Contractor] and County resources required to complete the tasks outlined in this SOW
* Develop an agenda, including meeting objectives, for the Hosting Services Kickoff meeting

The Hosting Services Kickoff meeting will cover, at minimum, the following topics:

* The catalog of Hosting Services, licensed software modules, and third-party products (if applicable)
* Hosting Services SOW dependencies
* The tasks, deliverables, and milestones for the planning and configuration of Hosting Services
* The roles and respective assignments of [Contractor] and County resources needed to complete the tasks outlined in this SOW

After the Hosting Services Kickoff meeting, [Contractor] will prepare a Hosting Services Kickoff Summary Report including attendance sheet/roster, observations, opportunities, challenges, and any new items identified as part of the Kickoff.

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| Deliverable | H1.1.1 Hosting Services Kickoff and Summary Report |
| Delivery Frequency | Once |

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| **PROPOSER RESPONSE TO: Deliverable H1.1.1 Hosting Services Kickoff and Summary Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Define Connectivity Architecture

[Contractor] will document and propose a network connectivity architecture to provide the Hosting Services that meets the County’s requirements for:

* Delivery to the agreed demarcation point(s)
* Bandwidth
* Uptime
* Latency
* Redundancy within the hosting environment and network connectivity to the hosted environment

[Contractor] will review the proposed network connectivity architecture, which includes a connectivity architecture schematic, with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | H1.1.2 Connectivity Architecture |
| Delivery Frequency | Once, and updated as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.1.2 Connectivity Architecture**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Develop Hosting Services Delivery Document

[Contractor] will develop, maintain, and update a Hosting Services Delivery Document that includes [Contractor]’s approach to the following:

* Transition of Licensed Software from responsibility of [Contractor]’s Implementation team to [Contractor]’s Hosting Services team
* Operation and administration of [Contractor] infrastructure
* Capacity planning and management, including:
  + - Storage, network, and processing capabilities
    - Monitoring performance
* If the solution will be deployed to a County on-premise data center, in full, or integrated via a hybrid computing, storage, and services environment that would include County on-premises infrastructure on private cloud, [Contractor’s] approach to County infrastructure support, including:
  + - Initial and ongoing evaluation and monitoring of County infrastructure and operations
    - At the County’s request, diagnostics and validation of County infrastructure and operations
    - Recommendations for improvements to County infrastructure and EMS-related operational procedures
* Management of servers and preventative maintenance, including:
  + - Infrastructure, Operating System, and Application Monitoring
    - Upgrade and patch management
    - Capacity management
    - Review and response to audit log issues
    - Optimizing performance
    - Hardware refreshes to remain current with vendor support lifecycles and applicable industry standards
* Performance
  + - Infrastructure, Operating System, and Application Performance Monitoring
    - Optimizing performance and responding to operational anomalies
    - Dynamically allocate resources to accommodate peak demand or workloads
* Maintaining service levels
* Defining and developing alerts (network latency alert, saturation alert, etc.)
* Service Level monitoring and reporting, including:
  + - Alerts
    - Service metrics
    - Monitoring tools
    - Service request tracking system
    - Audits
    - Weekly meetings with the County
    - Processes for communicating scheduled outages
* Access management in accordance with Maintenance and Support SOW, including:
  + - County user accounts
    - [Contractor] accounts
* Maintaining security, including:
  + - Physical security
    - Logical security
    - Security log incident review
    - Periodic vulnerability testing
* Defining procedures for backups and restores, including:
  + - Frequency
    - Method
    - Validation
    - Restore checkpoints
* Providing disaster recovery services, including periodic failover and recoverability testing
* Providing business continuity recommendations for the County’s consideration during disaster recovery situations

[Contractor] will review the draft Hosting Services Delivery Document with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | H1.1.3 Hosting Services Delivery Document |
| Delivery Frequency | Once, and updated as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.1.3 Hosting Services Delivery Document**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Configure Hosting Environments

[Contractor] will document and configure the Hosting Environments in accordance with the contents in this SOW.

* + 1. Prepare Hosting Environments Configuration Document

[Contractor] will prepare a Hosting Environments Configuration Document for all production and non-production environments including:

* Production (including failover nodes and/or sites)
* Development
* Production staging
* Testing, including User Acceptance Testing
* Training
* Other non-production environments required for the successful implementation and support of the EMS including a County test environment with VoteCal connectivity
  + - [Contractor] will work with CA SOS to establish the County test environment

The Hosting Environments Configuration Document will include, for each environment:

* The name and version of all licensed and third-party software
* A description of the key characteristics that control the relative capacity, performance, and reliability. For example:
  + - Number and type of physical servers, processors, and amount of RAM
    - Number of virtual machine environments and allocated processors and RAM
    - Storage speed, capacity, and allocation
    - Networking interfaces, connections, throughput, and speeds
    - Any other hosting environment components or attributes that contribute materially to its capacity, performance, or reliability
    - Any other hosting environment components or attributes that form a basis for County costs

[Contractor] will review the draft Hosting Environments Configuration Document with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | H1.2.1 Hosting Environments Configuration Document |
| Delivery Frequency | Once, and updated as required for new Releases, Upgrades, and Revisions |

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| **PROPOSER RESPONSE TO: Deliverable H1.2.1 Hosting Environments Configuration Document**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Configure Hosting Environments

[Contractor] will configure the non-production Hosting Environments required for:

* Development
* Production Staging
* Testing (including data conversion testing)
* Training
* Other non-production environments required for successful implementation and maintenance of the EMS including a County test environment with VoteCal connectivity

Environments will be configured according to the applicable specifications in Deliverable H1.2.1 Hosting Environments Configuration Document. Configuring a Hosting Environment will include installation and setup of all hardware and software necessary to support the intended purposes.

[Contractor] will provide the County with an opportunity to perform environment acceptance testing for each new environment instance. [Contractor] will address identified issues, reconfigure the environments, and submit to the County for approval.

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| Deliverable | H1.2.2 Configured Hosting Environments |
| Delivery Frequency | Once, and updated as required for new Releases, Upgrades, and Revisions |

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| **PROPOSER RESPONSE TO: Deliverable H1.2.2 Configured Hosting Environments**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Provide Hosting Services

[Contractor] will initiate and provide Hosting Services, and manage, monitor, and maintain the Hosting Environments to meet the Hosting Service Level Requirements set forth in Section 2.0. Hosting Services will include documentation of account management, operations and administration, database administration, change management, capacity management, performance management, security, and Service Level monitoring and reporting.

* + 1. Operate Hosting Environments

Through the Contract term, [Contractor] will provide Hosting Services in accordance with Deliverables H1.1.3 Hosting Services Delivery Document and H1.2.1 Hosting Environments Configuration Document. [Contractor] will:

* Provide the County with access to the County data via the EMS and hosting services over dedicated network connections or redundant, secure internet connections from the Hosting Environment on a 24x7x365 basis
* Operate the licensed software and the hosting services on a 24x7x365 basis
* Provide, monitor, and maintain hosting services hardware, software, and communications infrastructure including:
  + - Physical infrastructure for data center (e.g., facility, environment, power, etc.)
    - Shared networking, storage, computing, services, and application infrastructure
    - Computer systems, network equipment, and [Contractor] WAN
    - End-to-end connectivity
* In coordination with the Maintenance and Support (M&S) team, provide and maintain all Licensed Software, Hosting Software, and Third-Party Product licenses and sublicenses, and documentation required to provide the Hosting Services
* In coordination with the M&S team, monitor all inbound and outbound Interfaces, including VoteCal data exchanges, and provide the County with notice of inactive Interfaces or other potential connectivity issues
* Manage, monitor, and maintain [Contractor]-owned equipment in the County facilities (if any)
* Provide technical support in the installation, maintenance, and troubleshooting of network termination devices

Hosting Environments identified in Subtask 1.2.1 Prepare Hosting Environments Configuration Document will be required to be addressed in the Hosting Services. [Contractor] will maintain all necessary environments as needed and in the instance of integrated County infrastructure, provide direction and feedback to maintain as needed.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss hosting operations activities and related issues.

[Contractor] will report monthly, and as needed, on hosting operations activities including the tracking, reporting, and resolution plans of any issues.

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| Deliverable | H1.3.1 Monthly Hosting Services Reports |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.3.1 Monthly Hosting Services Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Monitor and Report on Service Levels

[Contractor] will monitor and report on Service Levels to the County including:

* Continuously monitoring the Hosting Environment
* Developing and delivering to the County monthly reports showing Service Level performance
* Providing the County with tools to measure licensed software and hosting services response time within the data center and end-to-end

[Contractor] will provide Service Level reports (e.g., performance metrics, system accounting information, etc.) monthly, and as needed, to the designated County representatives in a format agreed to by the County.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss Service Level monitoring activities and adherence to performance metrics.

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| Deliverable | H1.3.2 Monthly Service Level Reports |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.3.2 Monthly Service Level Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Maintain Security

[Contractor] will, at a minimum:

* Provide and ensure data center physical security measures and controls
* Govern physical access to [Contractor] facilities with access entitlement control
* Utilize best practice encryption in storing and transmitting County data
* Provide and ensure physical and logical security for all service components (hardware, software) and data
* Provide proactive security scanning
* Monitor for EMS security errors, exceptions, intrusions, and attempted violations
* Implement and monitor network intrusion and virus detection systems throughout the hosted services network and computing infrastructure
* Provide and maintain up to date virus, malware, and security protection
* Protect against DoS, DDoS, ransomware, and other cyber attacks
* Limit or contain the impact of a cybersecurity incident
* Provide a Security Manager to enforce security procedures and resolve issues
* Implement physical and logical security plans for all Hosting Environment components consistent with [Contractor] security policies and industry standards
* Implement logical security plans for all Hosting Environment components consistent with applicable federal, state, and local security policies as it relates to the EMS
* Respond immediately and proactively and report security violations to the County
* Provide and maintain all documentation required for security audits and internal control and control testing

[Contractor] will provide all Security Services in compliance with applicable Federal, State, and County requirements including those provided in Exhibit J (Information Security and Privacy Requirements) to the Sample Contract.

[Contractor] will conduct calls, as needed, with the County to discuss security activities and related issues.

[Contractor] will report monthly, and as needed, on security activities. In the case of a security breach, incident, intrusion or issue, the report must be submitted to the County immediately but no more than two (2) hours of the event.

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| Deliverable | H1.3.3 Security Reports |
| Delivery Frequency | Monthly, and as needed; in the case of a security breach, incident, intrusion, or issue, immediately but no more than two (2) hours of the event |

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| **PROPOSER RESPONSE TO: Deliverable H1.3.3 Security Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Manage Support Service Requests

In coordination with the M&S team, [Contractor] will support service requests as required. [Contractor] will:

* Participate in weekly meetings with the County to discuss status of, and improvement of response time to, service requests
* Provide technical guidance to the County on the configuration of internal network, workstations, and other County hardware to enable connectivity to hosting services
* Provide recommendations to the County for issue identification and resolution procedures, including steps to diagnose whether issues originate in County-owned or [Contractor]-hosted systems
* Notify the County of any issues [Contractor] discovers that may adversely impact the hosted services or performance
* Notify the County in advance of any planned outages
* Provide, manage, and maintain a method for proper notification and escalation of issues
* Log all incidents and problems
* Provide incident and management reports and statistics to the County once a month, at minimum, and as requested by the County

[Contractor] will configure and operate a Service Request Tracking System.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss service requests and related issues.

[Contractor] will report monthly, and as needed, on service requests, including the tracking and reporting of any issues.

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| Deliverable | H1.3.4 Service Request Reports |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.3.4 Service Request Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Maintain Hosting Environments

[Contractor] will perform all required Hosting Environment maintenance as required by Subtask 1.1.3 Develop Hosting Services Delivery Document and Subtask 1.4.1 Perform Backups and Restores including:

* Hardware refreshes to remain current with applicable industry standards
* Hosting Environment software updates to remain current with applicable industry standards
* Physical Environment maintenance
* Updates to the Hosting Environments Configuration Document as required for new Releases, Upgrades, and Revisions

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss hosting environment maintenance activities.

[Contractor] will report monthly, and as needed, on hosting environment maintenance activities.

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| Deliverable | H1.3.5 Hosting Environment Maintenance Reports |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.3.5 Hosting Environment Maintenance Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Prepare for Disaster Recovery

[Contractor] will perform backups and restores, provide disaster preparedness, and provide Disaster Recovery Services to meet the County’s requirements.

* + 1. Perform Backups and Restores

[Contractor] will conduct the backups and restores including:

* Regular backups of all EMS data
* Backups of licensed software and third-party products
* Backup validation

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss backup and restore activities and related issues.

[Contractor] will provide reports monthly, and as needed, certifying successful backup validation.

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| Deliverable | H1.4.1 Backup and Restore Reports |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable H1.4.1 Backup and Restore Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Disaster Recovery

[Contractor] will provide prioritized disaster recovery services for the hosting services and associated infrastructure (e.g., servers, network connection, etc.). [Contractor] will:

* Maintain and provide access to key data required to continue election operations during a downtime
* Develop and maintain a detailed Disaster Recovery Plan
* Review and update the Disaster Recovery Plan on an annual basis, at minimum
* Develop action plans to mitigate risks and issues discovered during the Disaster Recovery Plan review
* Provide the County with copies of all updated Disaster Recovery Plans
* Perform an annual, full System and database check, and after all major releases
* Conduct annual failover and disaster recovery exercises to ensure that the business continuity measures are complete and operational

[Contractor] will initiate the Disaster Recovery Plan in the event of a [Contractor] disaster recovery situation.

[Contractor] will notify and coordinate with the County during a [Contractor] disaster recovery situation per the disaster recovery policies and procedures.

[Contractor] will report monthly, and as needed, on the disaster recovery activities and related issues.

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| Deliverables | H1.4.2.1 Disaster Recovery Plan  H1.4.2.2 Report of Disaster Recovery Plan Test Results  H1.4.2.3 Disaster Recovery Reports |
| Delivery Frequency | H1.4.2.1: Once, and updated annually, at minimum  H1.4.2.2: Once, and annually, at minimum  H1.4.2.3: Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverables H1.4.2.1 Disaster Recovery Plan, H1.4.2.2 Report of Disaster Recovery Plan Test Results, and H1.4.2.3 Disaster Recovery Reports**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

1. Hosting Service Level Requirements

This Section describes the Service Level Requirements (SLRs) for Hosting Services. The County reserves the right to modify or add SLRs.

1. Overall System Availability Service Level

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| Overall System Availability Service Level | |
| **Service Measure** | Availability, defined as the availability of all infrastructure and software components required to conduct the normal election operations including, but not limited to, processors, external storage, system software, and network connection. Excludes scheduled maintenance. |
| **Performance Metric** | Sunday – Saturday, 00:00 – 24:00 |
| **Performance Target** | Production Servers: 99.99%  Non-Production Servers: 99.0% |
| **Formula** | [Availability (%) = 100% — Unavailability (%)]  Where Unavailability is defined as: (sum outage duration x 100%) ÷ (schedule time — planned outage) |
| **Measurement Period** | Weekly |
| **Reporting Period** | Monthly |

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| **PROPOSER RESPONSE TO: Overall System Availability Service Level**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>

* + 1. Error Severity Levels

***Error Severity 1***

The System or a main subsystem/module is unavailable, preventing the System or a core function from operating or causing core functions or major functionality to operate with grossly incorrect results such as material data processing errors. There is no workaround.

***Error Severity 2***

Use of the System or a subsystem/module is interrupted, or a System failure otherwise causes major functions to not operate or to operate with significantly incorrect results such as material data processing errors. There is no workaround.

***Error Severity 3***

Incident(s) prevent minor functionality from operating or causes minor functions to operate with incorrect results. There is a clear business need to have the System repaired, but workaround(s) exist for election operations.

***Error Severity 4***

Incident does not affect functionality of the System. Low priority with no direct impact election operations. Cosmetic or nonessential in nature.

1. Incident Response Time Service Level

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| Incident Response Time Service Level | | | | |
| **Service Measure** | Response Time: Elapsed time from when the Incident is escalated from the Help Desk to the time the incident is responded to by the Hosting Service provider | | | |
| **Performance Metric\*** |  |  |  |  |
| *Severity 1* | ≤15 minutes |  |  |  |
| *Severity 2* | ≤15 minutes |  |  |  |
| *Severity 3* | ≤30 minutes |  |  |  |
| *Severity 4* | ≤60 minutes |  |  |  |
| **Performance Target\*** |  |  |  |  |
| *Severity 1* | 95% within 15 minutes | |  |  |
| *Severity 2* | 95% within 15 minutes | |  |  |
| *Severity 3* | 95% within 30 minutes | |  |  |
| *Severity 4* | 95% within 60 minutes | |  |  |
| **Formula**  *Response Time* | [Number of Incidents that met SLR ÷ the total number of Incidents in the Measurement Period] | | | |
| **Measurement Period** | Weekly | | | |
| **Reporting Period** | Monthly | | | |

\*The County will evaluate the Performance Metric and Performance Target on a quarterly basis, and may, at its sole discretion, decide to modify based on election operations activities (e.g., candidate filing, petitions, etc.).

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| **PROPOSER RESPONSE TO: Incident Response Time Service Level**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>

1. Incident Resolution Time Service Level

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| --- | --- | --- | --- | --- |
| Incident Resolution Time Service Level | | | | |
| **Service Measure** | Resolution Time: Elapsed time from when the Incident is escalated from the Help Desk to the time the Incident is resolved | | | |
| **Performance Metric\*** |  |  |  |  |
| *Severity 1* | 2 hours |  |  |  |
| *Severity 2* | 2 hours |  |  |  |
| *Severity 3* | 8 hours |  |  |  |
| *Severity 4* | 72 hours |  |  |  |
| **Performance Target\*** |  |  |  |  |
| *Severity 1* | 95% within 2 hours | |  |  |
| *Severity 2* | 95% within 2 hours | |  |  |
| *Severity 3* | 95% within 8 hours | |  |  |
| *Severity 4* | 95% within 72 hours | |  |  |
| **Formula**  *Response Time* | [Number of Incidents that met SLR ÷ the total number of Incidents in the Measurement Period] | | | |
| **Measurement Period** | Weekly | | | |
| **Reporting Period** | Monthly | | | |

\*The County will evaluate the Performance Metric and Performance Target on a quarterly basis, and may, at its sole discretion, decide to modify based on election operations activities (e.g., candidate filing, petitions, etc.).

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| **PROPOSER RESPONSE TO: Incident Response Time Service Level**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>

1. Recovery Time Objective and Recovery Point Objective Service Levels

|  |  |
| --- | --- |
| Recovery Time Objective (RTO) and Recovery Point Objective (RPO) Service Levels | |
| **Service Measure** | Recovery time and data recovery |
| **Performance Metric** | Recovery time and recovery point |
| **Performance Target** | ≤60 minutes with 0 minutes of data loss |
| **Formula** | [Number of instances within Performance Target]  ÷  [Total number of instances during Measurement Period] |
| **Measurement Period** | Designated recovery period following a disaster |
| **Reporting Period** | Periodically throughout the recovery period |

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| **PROPOSER RESPONSE TO: Recovery Time Objective and Recovery Point Objective Service Levels**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>

1. Response Time (Performance) Service Levels

|  |  |
| --- | --- |
| Response Time (Performance) Service Levels | |
| **Service Measure** | Number of seconds after user commits transaction until response appears on user’s screen, operated from within the County network |
| **Performance Metric** | Response time is ≤ 2 seconds |
| **Performance Target** | 95% |
| **Formula** | [Number of agreed actions that are completed within the target dates]  ÷  [Total number of agreed actions in the Measurement Period] |
| **Measurement Period** | Monthly |
| **Reporting Period** | Monthly |

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| **PROPOSER RESPONSE TO: Response Time (Performance) Service Levels**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>

1. Staff Availability Service Levels

|  |  |
| --- | --- |
| Staff Availability Service Levels | |
| **Service Measure** | Staff availability to participate in person for meetings as scheduled by the County |
| **Performance Metric** | Available during normal business hours, Monday through Friday 9:00 AM to 5:00 PM PST, except Federal, State, and County holidays.  Available outside of normal business hours, on weekends, and on holidays beginning on E-120 through Election Day for the first election in which the EMS is used and beginning on E-90 through Election Day in each subsequent election. |
| **Performance Target** | 100% |
| **Formula** | [Number of meetings attended]  ÷  [Total number of meetings scheduled] |
| **Measurement Period** | Monthly |
| **Reporting Period** | Monthly |

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| **PROPOSER RESPONSE TO: Staff Availability Service Levels**  **Will the Proposer meet the Service Level as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to meeting the Service Level as described above:** |

<Response>