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Software Error Correction, Guidelines and Procedures

County shall be provided Software Support for Inform and Vision FBR on a 24x7 basis.

Software Errors are reported, responded to, and resolved in accordance with the procedures below:

- 1) All TriTech Software Errors reported by County personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Priorities and Support Response Matrix specified in section 9 below by product. The County may elect to downgrade the urgency of the issue if the operational impact is not severe. The County may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.
- 2) If County determines a software error exists, County shall immediately notify TriTech by telephone, followed by an error report in writing from the County, if required, for supporting documentation, setting forth the defects noted with specificity requested by TriTech.

Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.

Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix set forth in section 9 below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

- 3) "Normal Customer Service Hours" (Business Hours) are 7:30 a.m. through 7:30 p.m. (Central), Monday through Friday, excluding TriTech observed holidays: New Years, MLK, Presidents' Day, Memorial Day, July 4, Labor Day, Veteran's Day, Thanksgiving Day and Day after, Christmas Eve and Christmas Day
- 4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.
- 5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution in accordance with the matrix set forth in section 9 below, if required.

- 6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement suggestions/requests (i.e. ideas for upgrades to software) should be emailed to support@tritech.com.
- 7) The County will ensure there is appropriate connectivity in each physical area in which a Server or interface equipment is located to allow the TriTech team to assist in troubleshooting. Remote assistance will be utilized for support of Inform and Vision FBR. Access will be granted by the County on an as-needed basis via Citrix Goto Assist.
- 8) Reported software errors will be responded to and resolved in accordance with the Priorities and Support Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. County will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.
- a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Support Response Matrix, the County may request escalation of the issue to (i) a Customer Services supervisor, (ii) the Director of Customer Service, or (iii) the Vice President of Customer Service.
- 9) Priorities and Support Response Matrix

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Contract. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Contract.

***Inform RMS, Inform Jail and Inform FBR, IQ, AARS, RMS-Coplogic and NIBRS***

Priority	Issue Definition	Response Time
<b>Priority 1 – Critical Priority</b>	<p>Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following:</p> <ul style="list-style-type: none"> <li>• TriTech Inform RMS, Inform Jail or Inform FBR server software inoperative</li> <li>• Loss of ability for all Inform RMS, Inform Jail or Inform FBR users to log on to system</li> <li>• Inform Jail system down</li> </ul>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, and Inform FBR is not managed after Normal Customer Service Hours.</i></p> <p><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after County telephone</i></p>

Priority	Issue Definition	Response Time
	<ul style="list-style-type: none"> <li>Loss of transactional data &amp; transactional data corruption</li> </ul> <p>This means one or more critical server components are non-functional disabling Inform RMS, Inform Jail, or Inform FBR, workstations. These Software Errors are defined in <i>Special Note #1</i>, below.</p>	<p><b>contact to 800.987.0911.</b></p> <p>Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.</p>
<p><b>Priority 2 – Urgent Priority</b></p>	<p>Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> <li>Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system</li> <li>Loss of ability to transfer Inform FBR Reports</li> <li>Unable to book or release inmates</li> </ul> <p>A significant number of the Inform RMS, Inform Jail or Inform FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS, Inform Jail or Inform FBR workstations). These Software Errors are defined in more detail in <i>Special Note #2</i>, below.</p>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes.</p> <p><b><i>After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, and Inform FBR is not managed after Normal Customer Service Hours.</i></b></p> <p><b><i>If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.</i></b></p> <p>Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response</p>
<p><b>Priority 3 - High Priority</b></p>	<p>Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, or Inform FBR function. Such errors will be consistent and reproducible.</p> <ul style="list-style-type: none"> <li>Loss of Non-Critical Data (with “Non-Critical” being defined as not causing an error classified as a P1 or P2 error (above).</li> <li>NIBRS State reporting issues that cause agency reports to exceed State error submission limits</li> <li>UCR reporting multiple occurrence of inaccurate data</li> </ul>	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>High Priority issues are not managed after Normal Customer Service Hours.</p>

Priority	Issue Definition	Response Time
	A significant number of Inform RMS, Inform Jail or Inform FBR workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	
<b>Priority 4 – Medium Priority</b>	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>Medium Priority issues are not managed after Normal Customer Service Hours.</p>
<b>Priority 5 – Low Priority</b>	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	<p>Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call.</p> <p>Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com.</p> <p>Low Priority issues are not managed after Normal Customer Service Hours.</p>

Priority	Resolution Process	Resolution Time
<b>Priority 1 – Critical Priority</b>	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	<p>TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system.</p> <p>TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.</p>
<b>Priority 2 – Urgent Priority</b>	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	<p>TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system.</p> <p>TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.</p>



Priority	Resolution Process	Resolution Time
<b>Priority 3 - High Priority</b>	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
<b>Priority 4 – Medium Priority</b>	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
<b>Priority 5 – Low Priority</b>	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

*Special Note #1:* Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS System:
  - a. The Inform RMS System Server is down and unavailable for queries.
  - b. The Inform RMS is inoperable due to data corruption caused by TriTech Software.
2. Inform Jail:
  - a. The Inform Jail System is down and all workstations will not launch or function.
  - b. The Inform Jail System is inoperable due to transactional data corruption caused by TriTech Software.
  - c. Inform Jail users are unable to book or release inmates.
3. Inform FBR System:
  - a. The Inform FBR Server is down and unavailable to process reports.
  - b. The Inform FBR Server is inoperable due to data corruption caused by TriTech Software.

*Special Note #2:* Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS, and Inform FBR:
  - a. Inform RMS - Inability to create and save reports.
  - b. Inform FBR – Inability to enter and transfer reports into RMS.
  - c. Inability to create UCR/NIBRS State Reports.
2. Inform Jail:
  - a. Inform Jail users are severely impacted due to one of the following conditions:
    - i. Unable to book or release inmates.

*Additional Information:* State and Federal mandates relating to justice queries and reporting changes from time to time. The following changes are considered covered support items:

- A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the TriTech RMS Licensed Software, as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs.