



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.srfecc.ca.gov

MEETING AGENDA REGULAR MEETING OF THE GOVERNING BOARD OF SRFECC

Tuesday, June 13, 2023

9:00 AM

Sacramento Metropolitan Fire District
10545 Armstrong Avenue, CA 95655

THE BOARD WILL CONVENE IN AN OPEN SESSION AT 9:00 A.M.

Call to Order	Chairperson
Roll Call of Member Agencies	Clerk of the Board

PRIMARY BOARD MEMBERS

Chad Wilson, Chairperson	Assistant Chief, Folsom Fire Department
Scott Williams, Vice Chairperson	Assistant Chief, Sacramento Fire Department
Tyler Wagaman, Board Member	Deputy Chief, Sacramento Metropolitan Fire District
Dan Quiggle, Board Member	Deputy Chief, Cosumnes Community Services District

PLEDGE OF ALLEGIANCE

AGENDA UPDATE: An opportunity for Board members to (1) reorder the agenda; and (2) remove agenda items that are not ready for presentation and/or action at the present Board meeting.

PUBLIC COMMENT: An opportunity for members of the public to address the Governing Board on items within the subject matter jurisdiction of the Board. The duration of the comment is limited to three (3) minutes.

PLEASE NOTE: The Public's health and well-being are the top priority for the Board of Directors ("Board") of Sacramento Regional Fire/EMS Communications Center and therefore, because of the potential threat of COVID-19 (Coronavirus), public access to this meeting will be available through the link set forth above.

PRESENTATION:

None

RECESS TO CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s)	Lindsay Moore, Counsel Troy Bair, Chief Executive Director
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Employee Organization(s)	Teamsters Local 150 Teamsters Local 856 Unrepresented Administrators
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2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

Employee Evaluation:	Chief Executive Director Operations Manager Administrative Manager Medical Director
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*INDICATES NO ATTACHMENT

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

Pursuant to California Government Code Section 54956.9(b) The Board will meet in closed session to discuss significant exposure to litigation.

One (1) potential case(s).

RECONVENE TO OPEN SESSION:

CONSENT AGENDA: Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to the committee, and other consent matters. The Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

- 1. Regular Board Meeting Synopsis (May 9, 2023) Page 4
- 2. Regular Board Meeting Synopsis (May 23, 2023) Page 8

PROPOSED ACTION: Motion to Approve Consent Agenda

STAFF REPORTS/ACTION ITEMS:

- 1. **SUBJECT:** Launch Server OS Upgrade (Staff Report 23-12) Page 13
 - a. **Recommendation:** Approve Launch’s Statement of Work for Server Operating System (OS) Upgrade
- 2. **SUBJECT:** Launch IT Support Block (Staff Report 23-13) Page 25
 - a. **Recommendation:** Approve the purchase of 160 prepaid hours for general IT services with Launch Consulting.
- 3. **SUBJECT:** Revised Board Policy 2.001 – Chief Executive Director Page 28
 - a. **Recommendation:** Approve Revised Board Policy 2.001 to permit a Member Agency to defer appointment of an employee for Chief Executive Director for one rotation.

CORRESPONDENCE:

- 1. Communication Center Appointee Document – Clerk of the Board Page 31

RECONVENE TO CLOSED SESSION:

- 1. PERSONNEL ISSUES*
Pursuant to California Governing Code Section 54957

Employee Evaluation:	Chief Executive Director
	Operations Manager
	Administrative Manager

RECONVENE TO OPEN SESSION:

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

None

*INDICATES NO ATTACHMENT

CENTER REPORTS:

1. Operations Manager Todd*
2. Administration Manager Shmatovich*
3. Chief Executive Director Bair*

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

BOARD MEMBER COMMENTS:

None

ADJOURNMENT:

The next scheduled Board Meeting is Tuesday, June 27, 2023.

LOCATION: Sacramento Metropolitan Fire District
10545 Armstrong Avenue, CA 95655

TIME: 9:00 a.m.
Board Members, Alternates, and Chiefs

POSTED: 10230 Systems Parkway, Sacramento, CA 95827
www.srfecc.ca.gov
10545 Armstrong Ave, Mather, CA 95655-4102

DISABILITY INFORMATION:

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Chief Executive Director’s Office at (916) 228-3070. Notification at least 48 hours prior to the meeting will enable the Center to make reasonable arrangements to ensure accessibility to this meeting.

POSTING:

This is to certify that on June 9, 2023, a copy of the agenda was posted at the following locations:

- 10230 Systems Parkway, Sacramento, CA 95827
- 10411 Old Placerville Rd – Suite #210, Sacramento, CA 95827
- The Center’s website at – www.srfecc.ca.gov
- 10545 Armstrong Ave, Mather, CA 95655-4102

ATTEST: 

KRISTIN DIANE ELLIS
CLERK OF THE BOARD

*INDICATES NO ATTACHMENT

MEETING MINUTES GOVERNING BOARD MEETING

Tuesday, May 9, 2023

9:00 AM

Sacramento Metropolitan Fire District
10545 Armstrong Avenue, CA 95655

PUBLIC REMOTE ACCESS AT:

[Join Microsoft Teams Meeting](#)

Meeting ID: 256 012 390 941

Passcode: zCtcsH

[Download Teams](#) | [Join on the web](#)

GOVERNING BOARD MEMBERS

Chad Wilson, Chairperson

Scott Williams, Vice Chairperson

Tyler Wagaman, Board Member

Dan Quiggle, Board Member

Assistant Chief, Folsom Fire Department

Assistant Chief, Sacramento Fire Department

Deputy Chief, Sacramento Metropolitan Fire District

Deputy Chief, Cosumnes Community Services District

GOVERNING BOARD MEMBERS ABSENT

Dan Quiggle, Board Member

COMMUNICATIONS CENTER MANAGEMENT

Troy Bair

Julee Todd

Marissa Shmatovich

Executive Director

Operations Manager

Administration Manager

OTHERS IN ATTENDANCE

Lindsay Moore

Felipe Rodriguez

Kristin Ellis

Theresa Miller

Counsel, SRFEC

Board Alternate, CSD

Executive Assistant, SRFEC

Dispatcher II, SRFEC

NOTE: Because the Governor declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the Coronavirus) attendance by the public at this meeting was by telephonic means only and was made accessible to members of the public solely through the link set forth below.

The meeting was called to order and roll call was taken at 9:01 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.

PUBLIC COMMENT:

1. Theresa Miller formally thanked the board for their participation in National Public Safety Telecommunicator's Week.

*INDICATES NO ATTACHMENT

Dispatcher Miller expressed sincere gratitude that continuing education has returned, is thankful for the opportunity to attend the 2023 Navigator conference in Denver, CO, and is looking forward to attending more conferences in the future.

PRESENTATION:

1. Dr. Kimberly Miller shared with the board her extensive experience in public safety and explained why she's passionate about assisting the center develop a positive culture, maintaining training, and health, and streamlining processes that will improve employee morale.

CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s) Lindsay Moore, Counsel
Troy Bair, Chief Executive Director

Employee Organization(s) Teamsters Local 150
Teamsters Local 856
Unrepresented Administrators

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Chief Executive Director
Administration Manager
Operations Manager

b. Employee Appointment: Medical Director

c. Discipline/Dismissal/Release: One (1) position

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

Pursuant to California Government Code Section 54956.9 (b) The Board will meet in closed session to discuss significant exposure to litigation.

Two (2) potential case(s)

Closed session was convened at 9:10 a.m.

Open session was reconvened at 11:30 a.m.

1. The Board received an update; no formal action was taken.
2. The Board received an update; no formal action was taken.
3. The Board received an update; direction was given to staff.

CONSENT AGENDA: Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to committee, other consent matters. A Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

1. A motion was made by Chief Wilson and seconded by Chief Quiggle to approve the consent agenda for the following:
 - a. Regular Board Meeting – Synopsis (April 25, 2023)
 - b. Special Regular Board Workshop – Synopsis (April 25, 2023)

*INDICATES NO ATTACHMENT

AYES: Sacramento Fire Department, Sacramento Metropolitan Fire, Folsom Fire,
Cosumnes Community Services District

NOES:

ABSENT:

ABSTAIN:

Motion passed.

ACTION ITEMS:

None

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

None

CENTER REPORTS:

None

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

None

BOARD MEMBER COMMENTS:

1. Chief Wagaman

Chief Wagaman thanked the organization for their continued efforts and dedication. The Chief was impressed with Dr. Miller's presentation, and he is optimistic about the future of SRFECC.

2. Chief Rodriguez

Chief Rodriguez thanked the center management team for making all the arrangements during Dispatcher Appreciation Week and continued to express gratitude that he and CSD enjoyed the time spent cooking for the staff.

3. Chief Wilson

Chief Wilson thanked the administrative and leadership staff. The Chief enjoyed Dr. Miller's presentation and is looking forward to seeing the success of the center under her assistance.

4. Chief Williams

Chief Williams echoed the board members' comments on Dr. Miller's services and is looking forward to seeing how her process is implemented with the Center.

*INDICATES NO ATTACHMENT

ADJOURNMENT:

The meeting was adjourned at 11:36 a.m.

ATTEST:



KRISTIN DIANE ELLIS
CLERK OF THE BOARD

CHAD WILSON
CHAIRPERSON

SCOTT WILLIAMS
VICE CHAIRPERSON

MEETING MINUTES GOVERNING BOARD MEETING

Tuesday, May 23, 2023

9:00 AM

Sacramento Metropolitan Fire District
10545 Armstrong Avenue, CA 95655

PUBLIC REMOTE ACCESS AT:

[Join Microsoft Teams Meeting](#)

Meeting ID: 256 012 390 941

Passcode: zCtcsH

[Download Teams](#) | [Join on the web](#)

GOVERNING BOARD MEMBERS

Chad Wilson, Chairperson

Scott Williams, Vice Chairperson

Tyler Wagaman, Board Member

Dan Quiggle, Board Member

Assistant Chief, Folsom Fire Department

Assistant Chief, Sacramento Fire Department

Deputy Chief, Sacramento Metropolitan Fire District

Deputy Chief, Cosumnes Community Services District

GOVERNING BOARD MEMBERS ABSENT

Scott Williams, Vice Chairperson

COMMUNICATIONS CENTER MANAGEMENT

Troy Bair

Julee Todd

Marissa Shmatovich

Executive Director

Operations Manager

Administration Manager

OTHERS IN ATTENDANCE

Lindsay Moore

Michael Taylor, Alternate

Kristin Ellis

Counsel, SRFEC

Assistant Chief, Sacramento Fire Department

Executive Assistant, SRFEC

NOTE: Because the Governor declared a State of Emergency to exist in California as a result of the threat of COVID-19 (aka the Coronavirus) attendance by the public at this meeting was by telephonic means only and was made accessible to members of the public solely through the link set forth below.

The meeting was called to order and roll call was taken at 9:01 a.m.

1. The Pledge of Allegiance was recited.
2. There were no agenda updates.
3. There was no public comment.

PRESENTATION:

None

*INDICATES NO ATTACHMENT

CLOSED SESSION:

1. CONFERENCE WITH LABOR NEGOTIATOR*

Pursuant to Government Code Section 54957.6

Center Negotiator(s) Lindsay Moore, Counsel
Troy Bair, Chief Executive Director

Employee Organization(s) Teamsters Local 150
Teamsters Local 856
Unrepresented Administrators

2. PERSONNEL ISSUES*

Pursuant to California Governing Code Section 54957

a. Employee Evaluation: Chief Executive Director
Administration Manager
Operations Manager

b. Employee Appointment: Medical Director

c. Discipline/Dismissal/Release: One (1) position

3. CONFERENCE WITH LEGAL COUNSEL: Anticipated Litigation*

Pursuant to California Government Code Section 54956.9 (b) The Board will meet in closed session to discuss significant exposure to litigation.

Two (2) potential case(s)

Closed session was convened at 9:02 a.m.

Open session was reconvened at 10:15 a.m.

1. The Board received an update; direction was given to legal counsel regarding Chief Executive Director policy 2.001.
2. The Board received an update; direction was given to legal counsel regarding Chief Executive Director policy 2.001.
3. The Board received an update; no formal action was taken.

CONSENT AGENDA: Matters of routine approval including, but not limited to Board meeting synopsis, payroll reports, referral of issues to committee, other consent matters. A Consent Agenda is acted upon as one unit unless a Board member requests separate discussion and/or action.

None

ACTION ITEMS:

1. Preliminary Budget FY 2023-2024 (Staff Report 23-11)
 - a. A motion was made by Chief Wagaman and seconded by Chief Quiggle to approve the Preliminary Budget FY 2023-2024 (Staff Report 23-11)

AYES: Sacramento Fire Department, Sacramento Metropolitan Fire, Folsom Fire,
Cosumnes Community Services District

NOES:

*INDICATES NO ATTACHMENT

ABSENT:
ABSTAIN:

Motion passed.

2. First Amended Chief Executive Director Contract between SRFECC and Cosumnes Services District
 - a. A motion was made by Chief Wagaman and seconded by Chief Taylor to approve the first amended CED contract between SRFECC and Cosumnes Services District.

AYES: Sacramento Fire Department, Sacramento Metropolitan Fire, Folsom Fire, Cosumnes Community Services District

NOES:
ABSENT:
ABSTAIN:

Motion Passed.

DISCUSSION/POSSIBLE ACTION:

None

INFORMATION:

None

CENTER REPORTS:

1. Operations Manager Todd

TRAINING:

Operations Manager Todd provided floor training updates:

- Three in CRO
- Two in MAIN
- Two have signed off on POD training and are working independently.

EVENTS:

OM Todd recently attended a staffing summit and came back with several new ideas and a fresh perspective regarding the future staffing of the center. OM Todd thanked the board for their support during this staffing crisis.

OM Todd updated the board regarding Dr. Miller's work and was thrilled that the staff had been receptive. Dr. Miller is planning to return in the second week of June to conduct the remaining staff interviews to complet.

SERVICE ANNIVERSARIES

Eric Kizzie – 5 years
Nolan Saulter – 3 years
Jason Comilang – 3 years

*INDICATES NO ATTACHMENT

2. Administration Manager Marissa Shmatovich

FY23/24 BUDGET

AM Shmatovich presented the preliminary budget which reflected an 11% budget increase from the previous fiscal year. The Finance team will be hosting budget workshops this year around the time the final budget is presented to allow staff an opportunity to review it and ask questions in person.

CAD TIMELINE

AM Shmatovich provided the board with an update regarding Peraton's ability to progress the Commandpoint project forward. The Go-live date is scheduled to be rolled out in 2024. The CAD team has been doing extensive testing and, in an effort, to streamline the testing and feedback process, Peraton has scheduled to have a Commandpoint resource on-site June 12-14.

IT division is working closely with Launch to create a timeline for hardware replacement, to allow for better budgetary planning as well as implementation planning to continually replace/phase out aging and unsupported IT resources. Once this roadmap is completed, the plan is to go through similar planning for other departments, and having additional staff on board will be a tremendous step in the right direction.

GIS ANALYST

The recruitment process has been completed for our GIS Analyst position and a candidate has accepted their conditional job offer and is currently in the background process with an anticipated July start date.

HR ANALYST

AM Shmatovich provided an update that the recruitment for this position was successful receiving several hundred applications. The listing closed on May 26, 2023, and the assessment center is scheduled for June 14 at the administration building.

3. Chief Executive Director, Troy A. Bair

Chief Bair thanked the thanked center staff, administrative, and executive team, acknowledging the amount of work associated with fiscal year preliminary budgets.

The strategic plan scenarios that were conducted with ICS were successful with staff and that summary should be completed by the end of June to share with the Board.

CORRESPONDENCE:

None

ITEMS FOR DISCUSSION AND POTENTIAL PLACEMENT ON A FUTURE AGENDA:

1. Tablet Command Workshop scheduled for June 13, 2023
2. Policy 2.001 revision

*INDICATES NO ATTACHMENT

BOARD MEMBER COMMENTS:

1. Chief Quiggle

Chief thanked the organization for their continued efforts and dedication

2. Chief Taylor

Chief Taylor thanked for the board for allowing him to participate as an alternate for Chief Williams.

3. Chief Wagaman

Chief Wagaman thanked the organization for the success of the scenarios with staff and is excited to see the results of the strategic plan. He thanked Administration Manager Marissa Shmatovich on the budget project for the next fiscal year, acknowledging the large task, and appreciates all staff involved.

4. Chief Wilson

Chief Wilson echoed the board members' comments on the preliminary budget and wanted to express his appreciation to the board and agencies for the financial increase. The Chief wanted to thank Chief Bair for all his hard work and dedication to SRFECC.

ADJOURNMENT:

The meeting was adjourned at 10:33 a.m.

ATTEST:



KRISTIN DIANE ELLIS
CLERK OF THE BOARD

CHAD WILSON
CHAIRPERSON

SCOTT WILLIAMS
VICE CHAIRPERSON

*INDICATES NO ATTACHMENT



Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.sfecc.ca.gov

STAFF REPORT (23-12)

DATE: June 13, 2023

TO: Board of Directors

FROM: Troy Bair, Chief Executive Director

BY: Marissa Shmatovich, Administration Manager

SUBJECT: **LAUNCH SERVER OPERATING SYSTEM UPGRADE**

RECOMMENDATION

The Center recommends:

1. Approve Launch's Statement of Work for the Server Operating System (OS) Upgrade

BACKGROUND/ANALYSIS:

The Center is currently under contract with Launch Consulting for IT Managed Services as well as On-Site Systems Engineer support. As a result, Launch is intimately familiar with the Center's technological infrastructure and has strongly recommended a server operating system upgrade to maintain the integrity and security of the Center's infrastructure.

The Center's 27 servers are currently operating on Windows 2012 Operating System. This operating system will reach end-of-life in October 2023, ceasing security updates, system patches, bug fixes, technical support, and online technical content updates. The loss of critical updates and support is in direct opposition to the Center's cybersecurity enhancement objective.

The Center is requesting approval to approve the statement of work with Launch Consulting to upgrade the 27 servers to Windows 2019 operating system, in the amount of \$55,800. There will be additional licensing costs presented to the board in the next fiscal year.

FINANCIAL ANALYSIS

The operating system upgrade is critical to maintaining Center technology security and support. The cost of the project, \$55,800, is not a budgeted project but can be supported by savings in the Professional Services – Consulting Services line item due to lower-than-anticipated contract amounts.

June 13, 2023
Staff Report 23-12: Launch Server OS Upgrade

Should you have any questions, please contact me prior to the Board meeting.

Respectfully submitted,

Marissa Shmatovich
Administration Manager

Attachments – Statement of work for Launch Consulting Server OS Upgrade

Staff Report recommendation authorized by:

Approved as to form:

Troy A. Bair
Chief Executive Director

Lindsay Moore
Legal Counsel



EXHIBIT A

Sacramento Regional Fire/EMS Communications Center - Server OS Upgrade Form of Statement of Work

THIS STATEMENT OF WORK (this "SOW") adopts and incorporates by reference the terms and conditions of the Professional Services Agreement dated as of January 25, 2019 between 110 Holdings, LLC and Launch Consulting (the "Company") and Sacramento Regional Fire/EMS Communications Center ("Client") (as it may be amended from time to time, the "Agreement"). Capitalized terms used without definition in this SOW shall have the meanings specified in the Agreement. This SOW is effective as of the last date this SOW is executed by parties hereto as reflected on the signature pages here (the "Effective Date"). All obligations performed under this SOW will be conducted in accordance with and subject to the terms and conditions of this SOW and the Agreement.

Contact Information

Client		Company	
Client Name	Sacramento Regional Fire/EMS Communications Center	Company Name	Launch Consulting
Address	10230 Systems Pkwy, Sacramento, CA 95827	Address	275 118th Ave SE, Ste. 200, Bellevue, WA 98005
Phone Number	(916) 228-3070	Phone Number	916.246.4982
Primary Contact	Name: Marissa Shmatovich Email: mshmatovich@srfecc.ca.gov	Primary Contact	Name: Jared Coleman Email: jcoleman@launchcg.com
Secondary Contact	Name: Email:	Secondary Contact	Name: Kyle Keyser Email: Kkeyser@launchcg.com

SOW Effective Date	June 10 th , 2023
SOW Expiration Date	October 6 th , 2023

IN WITNESS WHEREOF, the parties hereto have executed and delivered this SOW as of the Effective Date.

Sacramento Regional Fire/EMS
Communications Center

110 Holdings, LLC dba Launch Consulting

Signature

Signature

Name (please print)

Name (please print)

Title (please print)

Title (please print)

Date

Date

1 Commencement Date and Term

In exchange for Client's payment of the fees set forth in [Section 14 below](#), the Company shall provide the Services (as defined below) pursuant to this SOW commencing on or around as the SOW effective date and will continue to provide such Services until the SOW expiration date as dated above.

2 Project Description

The Company will provide the following services (the "Services") to Client as outlined in this SOW.

Client currently has 27 servers that are on Operating System 2012. Operating System 2012 is going end of life on October 10th, 2023. After this date, it will no longer receive security updates, non-security updates, bug fixes, technical support, or online technical content updates.

Launch Consulting will provide a team that will upgrade each of 27 servers, migrating them to Operating System 2019 and provide a quote to purchase the necessary licenses to complete the upgrades.

3 Scope

To complete the upgrade, Launch Consulting will progress through a series of best practices to ensure minimal interruption to business operations and a successful migration.

Planning: Assess the current server environment. Identify any applications, services, or features that may be impacted by the migration. Validate software compatibility and determine potential migration downtime. This is also to time to analyze and determine which servers can be optimized to fit the current business operations.

Backup and documentation: Perform a full backup of your existing Windows Server 2012 environment, including data, applications, configurations, and settings.

Testing and validation: Set up a test environment to evaluate the compatibility and functionality of your applications and services in Windows Server 2019.

Prepare the target server: Install a fresh copy of Windows Server 2019 on your target server. Configure the necessary server roles and features.

Data migration: Transfer data, including files, databases, and user profiles, from the Windows Server 2012 environment to the new Windows Server 2019 installation. Use appropriate methods, such as file copy, database backup and restore, or migration tools, depending on specific data and the plans developed.

Application migration: Install and configure any applications or services that are required on the Windows Server 2019. Ensure that all necessary components, dependencies, and configurations are in place.

Configuration and settings: Migrate your server configurations and settings from the old environment to the new one. This includes network configurations, security settings, group policies, and other server-specific configurations.

User and system cutover: Plan a maintenance window to minimize downtime and cut over to the new Windows Server 2019 environment. This may involve switching DNS records, updating network settings, or redirecting clients to the new server.

Post-migration tasks: After the cutover, verify that all services and applications are working correctly. Update any client configurations or software that may need to be adjusted to work with the new environment.

Support: Troubleshoot issues that arise from the migration.

The Company will staff appropriate resources to supplement the Client team and execute the objectives listed in [Section 2](#). This team has been defined as:

Role Title	# of Resources	Start Date	End Date	Hours	Hourly Rate	Totals
1. Systems Engineer	1	6/26	10/6	324	\$150	\$48,600
2. Project Manager	1	6/26	10/6	48	\$150	\$7,200
TOTAL				372		\$55,800

Additional resources can be added as necessary on the engagement by increasing the overall hours allocated to the engagement and the not to exceed maximum fees set forth in [Section 14 below](#).

4 Deliverables

Key Deliverable	Description
License Quote	A quote for necessary licenses to upgrade the servers to OS 2019
Migration Plan	A plan for each of the servers for the migration.
Server Report	Report showing that all servers have been upgraded to OS 2019

5 Responsibilities of the Company

The Company shall have responsibility for the following:

Role	Responsibilities
Engagement Manager	Company executive sponsorship which provides strategic guidance, thought leadership, quality assurance and planning and prioritization

Role	Responsibilities
Project Manager	Provides day-to-day management of the implementation project including coordination of all project personnel, communication, deliverable development, and support, change management planning and delivery
Delivery Team	Resource team who will be involved in various stages of the project

6 Responsibilities of the Client

The Client shall have responsibility for the following:

Role	Responsibilities	Time Commitment
Project Executive	Provide strategic guidance, thought leadership, planning and prioritization; retains final authority for enterprise decision making and issue resolution	2-4 Hours / Week
Subject Matter Experts	Subject matter experts from each Client area responsible for providing details on process and requirements for business applications and testing the functionality.	Up to 8 Hours / Week

In addition, Client agrees to the following responsibilities:

- 6.1 Assign an individual(s) who will serve as Client's primary point of contact for all communications with the Company in respect of this SOW. Client will provide the name of this individual to the Company within five (5) days after the Effective Date.
- 6.2 Submit to the Company all existing documentation related to relevant systems as needed. The Company will secure and return all documentation per the Client's instructions.
- 6.3 Cooperate and consult with the Company as necessary to enable the Company to perform the Services hereunder in a timely manner.

- 6.4 Provide all Client-specific and third-party network access, hardware, and software necessary for the Company to perform the Services hereunder.
- 6.5 If the Company is required to use any third-party software that is in addition to the third-party software already used by the Company, then Client shall provide such third-party software at Client's sole cost and expense.
- 6.6 Obtain all consents and approvals necessary for the Company to access and use of any Client and/or third-party software or systems, at Client's sole cost and expense, prior to commencement of Services.
- 6.7 Have and maintain all resources and skills necessary to fulfill Client's responsibilities under this SOW.

7 Acceptance Criteria

The acceptance of this SOW must be signed below and returned to the Company in order to initiate scheduling and delivery of the above listed services.

Deliverables in [Section 4](#) are considered acceptable unless written notice is provided by Client to the Company within five (5) business days of completion/submission.

8 Project Assumptions and Performance Expectations

- 8.1 The Company has made the following assumptions regarding this project:
 - (a) Client has obtained all necessary consents and approvals for the Company to access and use of any proprietary information of Client and/or any other applicable third parties.
 - (b) The Company resources will be granted the necessary access to systems, documentation, and reporting data samples within first week of project.
 - (c) Resources can be added and reduced as scope is further refined or as project demands dictate
 - (d) Some applications may not be compatible with OS 2019. If a server is not able to be upgraded from its current version, the Client and Company will mutually agree on a solution for that server.
 - (e) Projected cost assumes a 4-16 week project duration.
 - (f) The Company will produce only agreed upon deliverables documented within this executed SOW, all additional requests will be handled through addendums or additional SOWs.

- (g) Scheduling of interviews and other logistics will be handled by Client Project Lead with assistance from the Company Project Lead.
- (h) Delays in access to Client personnel and resources will result in project delays and the Company will generate a change order to cover any additional time added to the project.
- (i) All travel or other expenses must be preapproved in writing by Client. All travel will be in accordance with current Client policy.
- (j) Any tools or software provided by Client for use by the Company shall remain the property of Client and will be returned upon request or termination of this SOW.
- (k) The Company will complete all deliverables via remote and onsite as necessary.
- (l) The Company may subcontract Services for Services performed under this SOW only. The Company affirms no individuals or entities authorized as subcontractors under this SOW are subject to sanctions or export controls under U.S. or local law that would restrict or prohibit them from working on this engagement.
- (m) The dates, resources, and cost in this proposal are subject to change based on Client's timeline for proposal acceptance
- (n) Client will provide to the Company in a timely manner access to necessary computer resources such as:
 - Laptops/ equipment, development environments, tools only as necessary to provide the services in accordance with this SOW. Any Client policies, training, procedures required for the Company's team to access or utilize the Client materials will be provided by Client to the Company prior to the start of work.
- (o) The Company offices are closed on the following holidays unless otherwise requested in writing by the client, and additional costs may apply:

	Location	Holidays
<input checked="" type="checkbox"/>	US	8 holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, and Christmas Day

<input type="checkbox"/>	India	10 holidays: Bhogi/Sankranthi, Republic Day, Ugadi (Floater Leave), Eid ul Fitr (Ramazan), Independence Day, Ganesh Chathurti, Gandhi Jayanti, Dusshera, Deepavali, Christmas Day.
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☐	Argentina	15 holidays: Carnival's 1st Day, Carnival's 2nd Day, National Day of Remembrance, Good Friday, Labor Day, Revolution Day, Revolution - Bridge Holiday, Paso a Inmortalidad of General Belgrano - Bridge Holiday, Paso a Inmortalidad of General Belgrano, Paso Inmortalidad de San Martin, Respect and Diversity - Bridge Holiday, Respect and Diversity, National Sovereignty Day, Immaculate Conception Day, Christmas Day.
☐	Mexico	14 holidays: Kings Day, Constitution Day, Benito Juarez Day, Holy Week, Holy Week, Holy Week, Labor Day, Independence Night, Revolution Day, Christmas Day, December Holiday's, December Holiday's, December Holiday's, December Holiday's.

8.2 The Company shall not be liable, responsible or otherwise accountable for any interruption, delay or other failure to fulfill any obligation under this SOW if the fulfillment of such obligation is prevented, frustrated or delayed as a consequence of: (i) the inaccuracy of any assumption set forth in this SOW; (ii) the failure of Client to fulfill its obligations under this SOW and/or the Agreement; (iii) any change in scope requested, or delay caused, by Client; or (iv) any force majeure event (as described in the Agreement; and (v) any matter described in Section 8.3 below.

8.3 Furthermore, the Company shall not be liable for any failure to fulfill its obligations hereunder in the case of:

- (a) Failure of Client to provide adequate specifications and/or requirements;
- (b) Failure of Client to approve deliverables in a timely fashion; or
- (c) Failure of Client to perform related work required by the Company in the performance of its work deliverables

9 Work Location

The Services described in this SOW shall be provided at Client's facilities located in 10230 Systems Pkwy, Sacramento, CA 95827, or at the Company's facilities, or remotely. All expenses for travel requested by Client will be promptly reimbursed by Client (with Client approval of expense report submitted by the Company).

Client shall provide the Company with the following:

9.1 Access to and use of cubical workspace at the location where the Services are to be performed for all the Company resources.

- 9.2 Access and use of internet access (for business purposes).
- 9.3 Security access to all platforms necessary to perform the Services.
- 9.4 Any personal computing hardware and software reasonably required to complete the Services or project objectives.
- 9.5 Any other necessary equipment needed to complete the Services to be provided under this SOW.

10 Project Completion

The Company shall provide Services under this SOW during the Term. This SOW shall automatically terminate upon the valid termination of the Agreement. Either the Company or Client may terminate this SOW by providing at least 30 days' prior written notice of termination to the other party.

11 Approved Third-Party Materials

- 11.1 The Company shall not include in the Deliverables or Documentation any open-source components, unless expressly approved by Client and described in the SOW.
- 11.2 All right, title, and interest in and to approved Third-Party Materials will remain with the respective owners thereof, subject to any express licenses or sublicenses granted to Client pursuant to or in accordance with this SOW.
- 11.3 Costs associated with licensing will be approved separately.

12 Open-Source Components

- 12.1 The Company shall not include in the Deliverables or Documentation any open-source components, except for any components expressly approved by Client and describe in the SOW.
- 12.2 All right, title, and interest in and to any Open-Source Components will remain with the respective owner thereof, subject to Client's rights under the applicable Open-Source Licenses.

13 Public Reference Authorization

Client authorizes the Company to produce, publish, promote, and distribute the contents of a case study for the work defined in this SOW for purposes of communicating the Company's consulting services, products, or programs. Client acknowledges and approves that any or all of the copy from the case study may be used in printed publications, multimedia presentations, on websites or in any other distribution media. Client agrees that no monetary

or other claim will be made against the Company for any such use. Client will have the right to approve the first release of the case study. Client waives any right to inspect or approve subsequent products wherein copy from this case study may appear, however the Company commits to communicate its intentions and make known the general use of the case study results and any testimonials contained within.

14 Service Fees

Client hereby agrees to pay the Company on a Time and Materials (T&M) basis on actual hours of work performed by the Company at the rate defined in the rate card.

The client agrees to pay an estimated total fee of \$ \$55,800 US.

Such fees are due via monthly invoices sent by the Company with total hours accrued for the work completed in the prior month. The T&M portion of this engagement will be invoiced in accordance with the Agreement.

Payment Terms

Payment terms are specified in the Agreement, such as examples below:

- Monthly, recurring billing schedule
- Net 15-day Payment Terms
- Invoices are to be sent to: 10230 Systems Pkwy, Sacramento, CA 95827 or accountspayable@srfecc.ca.gov

Expenses

The Client is responsible for all expenses incurred by the Company while providing services (including taxes, VAT, or other ancillary costs). Prior to submission, the client and the Company will agree on expenses in writing.

* * * * *

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Sacramento Regional Fire/EMS Communications Center

10230 Systems Parkway, Sacramento, CA 95827-3006

www.sfecc.ca.gov

STAFF REPORT (23-13)

DATE: June 13, 2023

TO: Board of Directors

FROM: Troy Bair, Chief Executive Director

BY: Marissa Shmatovich, Administration Manager

SUBJECT: **LAUNCH IT SUPPORT BLOCK**

RECOMMENDATION

The Center recommends:

1. Approves a purchase of 160 prepaid hours for general IT services with Launch Consulting.

BACKGROUND/ANALYSIS:

The Center is currently under contract with Launch Consulting for IT Managed Services as well as On-Site Systems Engineer support. The Launch team provides broad IT support for the Center's technical infrastructure and often needs and projects fall outside the scope of the Managed Services contract or the Systems Engineer support time, resulting in time and materials cost.

The Center has previously purchased blocks of support hours with Launch Consulting to better anticipate budgetary impacts. The last bucket expired in December 2022 and Launch has been invoicing for time utilized only. The Center wishes to utilize bucket of hours again for better budgetary planning and monitoring.

FINANCIAL ANALYSIS

The managed services and technical support relationship with Launch is well established and is anticipated to continue. The Center's Technological Services line item has been fully utilized this fiscal year; however, the Professional Services – Consulting Services budget has been underutilized and this \$24,000 expense can be supported due to lower-than-anticipated contract amounts.

June 13, 2023
Staff Report 23-13: Launch IT Support Block

Should you have any questions, please contact me prior to the Board meeting.

Marissa Shmatovich
Administration Manager

Attachments – Launch Consulting Quote #2441-002, Prepaid hourly services

Staff Report recommendation authorized by:

Approved as to form:

Troy A. Bair
Chief Executive Director

Lindsay Moore
Legal Counsel



Date: 6/1/2023

Launch Consulting
275 118th Ave SE, Ste. 200,
Bellevue, WA 98005
(916) 246-4982
GovContracts@launchcg.com

**Sacramento Regional Fire/EMS
Communications Center**
10230 Systems Pkwy, Sacramento,
CA 95827
Marissa Shmatovich
mshmatovich@srfec.ca.gov

Quote# 2441-002

<i>Qty</i>	<i>Item #</i>	<i>Rate Per (\$)</i>	<i>UOM</i>	<i>Ext Total (\$)</i>
160	Prepaid hourly services to be used for general IT services within the Professional Services and Managed Services Agreements.	\$150	HR	\$24,000
<i>Subtotal</i>				\$
<i>Sales Tax</i>				NA
<i>Total</i>				\$24,000

Quotation prepared by: Jared Coleman

LAUNCH CONSULTING

SACRAMENTO REGIONAL FIRE

Signature

Name (please print)

Title (please print)

Date

Signature

Name

Title

Date

SACRAMENTO REGIONAL FIRE/EMS COMMUNICATIONS CENTER
BOARD POLICY

POLICY: 2.001

TITLE: Chief Executive Director

ADOPTED: 1/31/2017

REVISED: 12/14/2021

REVISED: 6/13/2023

1. Employment of Chief Executive Director

A. The Board of Directors shall employ a Chief Executive Director.

- i. The Chief Executive Director shall be an employee of a Member Agency, in a position of Assistant Chief or higher.
- ii. On a rotational basis each Member Agency shall have the right to have an employee serve as the Chief Executive Director (“Appointing Agency”). The rotation shall be as follows:
 - First: Sacramento Metropolitan Fire District
(Note: Appointment made from 2019-2021)
 - Second: City of Sacramento
(Note: Appointment made from 2022-2024)
 - Third: Cosumnes Community Services District
 - Fourth: City of Folsom
- iii. If any Member Agency defers appointing an employee to serve as the Chief Executive Director, the Member Agency shall have the right to appoint a Chief Executive Director in the following rotation. The deferral may only occur for one rotation.
- iv. The Board of Directors Chair shall not be the Board Member of the Appointing Agency.

B. The Chief Executive Director shall be employed pursuant to the terms of an Agreement between the Center and the Appointing Agency, for a term not to exceed two years, unless the Board of Directors and the Appointing Agency agree to an extension.

- i. The Appointing Agency shall be reimbursed by the Center for the total compensation of the Chief Executive Director (excluding unfunded liability costs).
 - ii. The intent of the Board is to have the term of the Agreement for Chief Executive Director coincide with the fiscal year calendar.
 - C. The incoming Chief Executive Director shall coordinate a transition plan with the existing Chief Executive Director, including overlapping services before the beginning of the first day of service pursuant to the Contract between the Center and Agency. The Center shall not be responsible for the reimbursement of any overlapping services performed by the incoming Chief Executive Director.

2. Duties of Chief Executive Director

In addition to the more specifically described duties in the Chief Executive Director job description, the Chief Executive Director shall generally:

- A. Attend all regular and special meetings of the Board unless there is good cause for absence.
- B. Prepare an annual budget for consideration and approval by the Board of Directors.
- C. Consistent with the budget presented to and adopted by the Board:
 - Implement the policies of the Board of Directors;
 - Provide day-to-day leadership for the SRFECC;
 - Plan the short, medium and long term work of the SRFECC;
 - Communicate the goals and objectives of the Board of Directors to the community;
 - Manage the SRFECC budget;
 - As approved in the adopted budget:
 - employ assistants and other employees deemed necessary for the proper administration of the SRFECC and the proper operation of the works of the SRFECC;
 - incur expenses and enter into contracts on behalf of the SRFECC as set forth in Board Policy 3.017. All contracts will be submitted to the Board within thirty (30) days after execution;

- Establish and maintain a motivating work climate for SRFECC employees;
 - Maintain effective working relationships with all persons entitled to the services of the SRFECC;
 - Facilitate constructive and harmonious relations with the Board of Directors.
- D. Have authority over, and directs the work of, all employees. This includes the power to impose appropriate discipline, up to and including termination.
- E. Have general charge, responsibility and control over all property of the SRFECC.
- F. Delegate authority at his/her discretion.
- G. Prepare a “Personnel Procedures Manual” that is consistent with this Manual of Policies.



Sacramento Metropolitan Fire District

10545 Armstrong Ave., Suite 200 • Mather, CA 95655 • Phone (916) 859-4300 • Fax (916) 859-3702

DAN HAVERTY
Interim Fire Chief

June 8, 2023

Marissa Shmatovich
Sacramento Regional Fire/EMS Communications Center
10230 Systems Parkway
Sacramento, CA 95827

Via Email: MShmatovich@srfecc.ca.gov

Dear Ms. Shmatovich:

At the Regular Board Meeting of the Sacramento Metropolitan Fire District held on May 25, 2023, Assistant Chief Chris Greene was appointed as the District's primary delegate for the Sacramento Regional Fire/EMS Communications Center effective June 1, 2023. During the same meeting, Deputy Chief Tyler Wagaman was appointed as the District's alternate delegate effective June 1, 2023.

If you need any further information, please contact me via email at rittburg.marni@metrofire.ca.gov or at (916) 859-4305.

Sincerely,

Marni Rittburg, CMC, CPMC
Clerk of the Board

cc: Deputy Tyler Wagaman
Assistant Chief Chris Greene