

## **INTERLOCAL DISPATCH SERVICES AGREEMENT**

This agreement is entered into on the 21 day of October, 2019, by and between the Weston Volunteer Fire Department (the "Volunteer Fire Department") and Collin County, a political subdivision of the State of Texas (the "County").

### **RECITALS**

1. The County, through the Sheriff's Office, owns and operates communication facilities used in dispatching its law enforcement and emergency service personnel.
2. The Volunteer Fire Department desires to obtain certain dispatch services from the County. Therefore, under the authority of Texas Government Code, Title 7, Interlocal Cooperation Act, Section 791 et seq., the parties agree as follows:

### **SECTION 1. DEFINITIONS**

**DISPATCH SERVICES.** The term "Dispatch Services" means all services necessary for the Collin County Sheriff's Office to receive calls for law enforcement service within the Volunteer Fire Department's jurisdiction and to dispatch the Volunteer Fire Department's law enforcement personnel in response to such calls.

**HOSTING SERVICES.** The term "Hosting Services" means the County will store the Volunteer Fire Department's data as it relates to dispatch services.

### **SECTION 2. TERM**

**2.01 TERM.** The term of this agreement shall commence on October 1, 2019, and shall continue in full force and effect through September 30, 2020. This agreement may be renewed for an additional one (1) year period at the rates established and agreed upon by both parties.

**2.02 TERMINATION.** Either party may terminate this agreement by giving ninety (90) days written notice to the other party.

### **SECTION 3. SERVICES**

**3.01** The County agrees to provide dispatch services through the Sheriff's Office to the Volunteer Fire Department in the same manner and under the same work schedule as such services are provided in the operation of the County's law enforcement personnel.

**3.02 Hosting Services.** The County agrees to provide Hosting Services to the Volunteer Fire Department and that it will provide 95% uptime availability of the service as covered herein.

**3.03 Scheduled Maintenance:** The Volunteer Fire Department hereby acknowledges that the County may, from time to time, perform maintenance service on the County network, with or without notice to the Volunteer Fire Department, which may result in the unavailability of the County network. Emergency maintenance and maintenance for which the County has not given the Volunteer Fire Department notice in accordance with this Agreement shall not be deemed scheduled maintenance for purposes of this Agreement. The County will make every effort to notify the Volunteer Fire Department prior to scheduled maintenance. Notice may be given in various forms including but not limited to email notice and/or phone call.

**3.04 Hosted Data Ownership.** The Volunteer Fire Department shall have sole ownership of the Volunteer Fire Department's hosted data and the County shall make no claim to ownership of Volunteer Fire Department's hosted data.

**3.05 Hosted Data Back Up.** The County will back up the Volunteer Fire Department's hosted data on a daily basis. All data backups will meet Criminal Justice Information Systems (CJIS) requirements. Every effort is made to ensure the reliability of the backed up data in the event that it would be necessary to restore a database. The County, however, makes no guaranties that the backed up database will be error free.

Upon request, the County will provide to the Volunteer Fire Department a current database backup that can be restored to an alternate location to verify the contents and confirm the quality of the backup. All services required to provide the Volunteer Fire Department's data and/or verify data will be provided in accordance with the County's current rates.

**3.06 Remote Access Agreement.** For each user the City is required to complete and return **Attachment (A)**, Connection Policy and Agreement Form for remote access and return to County to the address in 9.02 item (C). No access will be given to user unless County has received a Remote Access Agreement.

#### **SECTION 4. NONEXCLUSIVITY OF SERVICE PROVISION**

The parties agree that the County may contract to perform services similar or identical to those specified in this agreement for such additional governmental or public entities as the County, in its sole discretion, sees fit.

#### **SECTION 5. COMPENSATION**

**5.01** The dispatch service charges for FY2020 are in the amount of \$0.

#### **SECTION 6. CIVIL LIABILITY**

6.01 Any civil liability relating to the furnishing of services under this agreement shall be the responsibility of the Volunteer Fire Department. The parties agree that the County shall be acting as agent for the Volunteer Fire Department in performing the services contemplated by this agreement.

6.02 The Volunteer Fire Department shall hold the County free and harmless from any obligation, costs, claims, judgments, attorney's fees, attachments, and other such liabilities arising from or growing out of the services rendered to the Volunteer Fire Department pursuant to the terms of this agreement or in any way connected with the rendering of said services, except when the same shall arise because of the willful

misconduct or culpable negligence of the County, and the County is adjudged to be guilty of willful misconduct or culpable negligence by a court of competent jurisdiction.

#### **SECTION 7. AMENDMENT**

This agreement shall not be amended or modified other than in a written agreement signed by the parties.

#### **SECTION 8. CONTROLLING LAW**

This agreement shall be deemed to be made under, governed by, and construed in accordance with the laws of the State of Texas.

#### **SECTION 9. NOTICES**

**9.01 FORM OF NOTICE.** Unless otherwise specified, all communications provided for in this agreement shall be in writing and shall be deemed delivered, whether actually received or not, forty-eight (48) hours after deposit in the United States mail, first class, registered or certified, return receipt requested, with proper postage prepaid or immediately when delivered in person.

**9.02 ADDRESSES.** All communications provided for in this agreement shall be addressed as follows:

- (A) Collin County, to:  
Purchasing Department  
2300 Bloomdale #3160  
McKinney, Texas 75071
- (B) Collin County Administrator, to:  
Bill Bilyeu  
2300 Bloomdale #4192  
McKinney, Texas 75071
- (C) If to the Fire Department, to:  
Chief David Henzler  
203 Main St.  
Weston, TX 75097

(D) Collin County, Remote Access to:  
Information Technology Department  
2300 Bloomdale #3198  
McKinney, Texas 75071

Or to such person at such address as may from time to time be specified in a notice given as provided in this Section 9. In addition, notice of termination of this agreement by the Volunteer Fire Department shall be provided by the Volunteer Fire Department to the County Judge of Collin County as follows:

The Honorable Chris Hill  
Collin County Judge  
Collin County Administration Building  
2300 Bloomdale Rd. Suite 4192  
McKinney, Texas 75071

#### **SECTION 10. CAPTIONS**

The headings to the various sections of this agreement have been inserted for the convenient reference only and shall not modify, define, limit or expand the express provision of this agreement.

#### **SECTION 11. COUNTERPARTS**

This agreement may be executed in counterparts, each of which, when taken separately, shall be deemed an original.

#### **SECTION 12. OBLIGATIONS OF CONDITION**

All obligations of each party under this agreement are conditions to further performance of the other party's continued performance of its obligation under the agreement.

#### **SECTION 13. EXCLUSIVE RIGHT TO ENFORCE THIS AGREEMENT**

**SECTION 14. PRIOR AGREEMENTS SUPERSEDED**

This agreement constitutes the sole and only agreement of the parties hereto and supersedes any prior understanding or written oral agreements between the parties respecting the services to be provided under this agreement.

IN WITNESS WHEREOF, THE PARTIES HERETO HAVE EXECUTED THIS AGREEMENT AS OF THE DAY AND YEAR FIRST ABOVE WRITTEN.

“COUNTY”

COLLIN COUNTY, TEXAS

BY: 

TITLE: COUNTY JUDGE

DATE: 22 OCTOBER 2019

“VOLUNTEER FIRE DEPARTMENT”



BY: DAVID HENZLER

TITLE: CHIEF

DATE: 9-22-19

## ATTACHMENT A

### **Collin County External Law Enforcement and Fire Department Remote Connectivity Policy and Agreement Form**

#### **Remote Access Agreement**

##### **1.0 Purpose**

The purpose of this document is to provide the framework for granting REMOTE ACCESS to Collin County services/equipment through REMOTE ACCESS so that an Authorized Party of a law enforcement agency or a fire department external to Collin County government may access its justice data hosted on Collin County's network.

##### **2.0 Scope**

This policy applies to all Law Enforcement and Fire Department personnel external to Collin County government utilizing REMOTE ACCESS to access the Collin County network for justice data (such persons referred to herein as "Authorized Parties").

##### **3.0 Policy**

Authorized parties may utilize the benefits of REMOTE ACCESS, which are a "user managed" service. This means that the Authorized party is responsible for selecting an Internet Service Provider (ISP), coordinating installation, installing any required software, and paying associated fees as may be required to access the REMOTE ACCESS.

Additionally,

1. It is the responsibility of the Authorized Party to ensure that unauthorized users are not allowed access to Collin County internal networks. User accounts and passwords are NOT to be shared with anyone.
2. Authorized Parties and the Collin County employees sponsoring the request for REMOTE ACCESS are responsible for defining what services/equipment/software the Authorized Parties need access to. Access will be restricted to only those defined objects. Attempting to connect or access any service/device not defined will be considered a violation of the Collin County REMOTE ACCESS policy and will be reported to the Authorized Party's agency.
3. The Authorized Parties and the Collin County employees sponsoring the REMOTE ACCESS request are also responsible for defining the time scope that the REMOTE ACCESS account will be active. All accounts are setup with an expiration date not to exceed 6 months, unless otherwise authorized to be a longer timeframe or permanent by the County.
4. REMOTE ACCESS use is to be controlled using public/private key system with a strong pass phrase and a second factor such as a token device or a dynamically generated passcode.
5. REMOTE ACCESS gateways will be established and managed by Collin County Information Technology Department.
6. All computers connected to Collin County internal networks via REMOTE ACCESS or any other technology must use the most up-to-date anti-virus software from a reputable IT agency; this includes personal computers.
7. All Authorized Parties connecting to the Collin County internal networks via REMOTE ACCESS or any other technology must keep their systems up to date with the latest security patches for their operating system and applications installed on their connecting systems. All systems using REMOTE ACCESS connections to Collin County must comply with Microsoft's Product Lifecycle chart and use only currently supporting and fully patched operating systems.
8. Authorized Parties may be automatically disconnected from Collin County's network after sixty minutes of inactivity. The user must then logon again to reconnect to the network.
9. Only approved REMOTE ACCESS clients may be used.
10. Upon termination of a contract from Collin County, or at the request of the Collin County staff, the Authorized Party must uninstall the REMOTE ACCESS connection from the Authorized Party's computer.
11. Agency expressly agrees to notify the County of staffing changes involving an Authorized Party with access to

## ATTACHMENT A

the County's network within 24 hours or next business day.

12. After six months of expired inactivity, Active Directory and REMOTE ACCESS accounts of an Authorized Party will be permanently deleted, unless otherwise approved by the County.
13. Accounts will be locked out after a certain number of failed attempts.
14. Authorized Parties who have lost their password will have to contact their sponsoring agency to request a password reset. The sponsoring agency will then contact Collin County IT to reset the password for the REMOTE ACCESS user. The sponsoring agency is the Sheriff's Office.
15. It is the responsibility of the Authorized Party to install, configure, setup and support any issues with their systems to connect to Collin County based on the information provided to them.
16. Authorized Parties connect at their own risk and Collin County is not responsible for any damages that they may incur from connecting through the REMOTE ACCESS to Collin County
17. If the County migrates to a new network connection technology it is the responsibility of the Agency to budget and obtain any required technology upgrade in order to maintain their network connection to the County. The Agency will be provided advance notification for this change.
18. The Authorized Party must notify Collin County IT immediately upon learning of any compromise occurring through an anti-virus, malware, or other form of unauthorized access. Collin County will also inform the Authorized Parties of any breach or suspected breach occurring on the county network. REMOTE ACCESS may be restricted during such an event while corrective actions are undertaken.
19. The Authorized Party must notify Collin County IT immediately upon learning of any unauthorized access of county resources through the REMOTE ACCESS connection.

### **4.0 Granting Access**

To obtain access via REMOTE ACCESS, the Agency and Authorized Party must be sponsored by a party currently employed at Collin County and IT must agree this access is needed for the Collin County information systems. The Agency and Authorized Party must sign this form agreeing to protect the security of the Collin County network. For external Authorized Parties, the Request for REMOTE ACCESS must be signed and approved by the Manager who is responsible for the external Authorized Party's use. REMOTE ACCESS expiration will be based on the contract length unless further time is requested by Collin County Management. The initial setup and testing will be performed during normal operating hours, Monday – Friday, 8 am – 5 pm, and requires a minimal of two weeks' notice to schedule.

### **5.0 Enforcement**

Collin County Information Technology Department may actively monitor the REMOTE ACCESS concentrator for any suspicious and inappropriate activity. Any Authorized Party found to have violated any part of this policy may have their REMOTE ACCESS terminated immediately.

### **6.0 Liability**

Agency expressly agrees that they shall be liable for any and all damages, including but not limited to actual, consequential, or incidental damages, for disruptions caused by their negligence or intentional misconduct, including that caused by their Authorized Parties, to the County's services/equipment resulting from or related to Agency's connection to the County's networks.

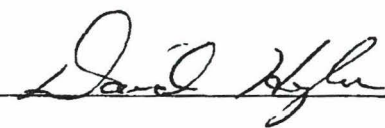
Unauthorized access or use is prohibited and will be prosecuted to the fullest extent. Anyone using this system expressly consents to monitoring and is advised that if such monitoring reveals possible evidence of criminal activity system personnel may provide the evidence of such monitoring to law enforcement officials. Anyone using the system connects at their own risk and assumes all responsibilities for any possible damage to their own equipment.

## ATTACHMENT A

### 7.0 Definitions

| Term                       | Definition                                                                                                                                                                        |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| REMOTE ACCESS              | An extension of Collin County's internal private network.                                                                                                                         |
| REMOTE ACCESS Concentrator | Physical device that manages REMOTE ACCESS connections.                                                                                                                           |
| REMOTE ACCESS Client       | Remote computer with REMOTE ACCESS software utilizing REMOTE ACCESS services.                                                                                                     |
| Agency Management          | Person in Agency company that can take responsibility for the liability clause of this document.                                                                                  |
| User                       | Employee, Agency, contractor, consultant, temporaries, customers, government agencies, etc.                                                                                       |
| Sponsoring Party           | Collin County employee requesting access for a non-employee user to have access to Collin County services/equipment through the REMOTE ACCESS. The employee may be someone in IT. |

Agency Management's Signature (if applicable)

Printed Name: DAVID HENZLER Signature: 

E-Mail Address: CHIEF@WESTWIND.ORG Phone: 214-325-2251 Date: 9-22-19

Remote Access Users Signature

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Sponsoring Party's Signature

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_

Return form to:

Caren Skipworth  
2300 Bloomdale #3198  
McKinney, Texas 75071

## ATTACHMENT B

### MOTOROLA ASTRO 25 P25 RADIO SYSTEM

#### TERMS OF USE

- 1) All radios that use Collin County Radio System as their primary radio system are required to be equipped with and operate P25 Phase II Technology.
- 2) Telephone Interconnect and Private Call features are not enabled on the Collin County Radio System.
- 3) The participating department will notify Commander Palmisano of any radio (Mobile or Portable) that is misplaced, stolen, or lost. Those radios will de-active the ID immediately.
- 4) All subscriber radios that roam between Collin County's simulcast cell and the Joint Radio System's simulcast system (PAWM) will be required to use long antennas on their portable radios.
- 5) The Collin County Radio System coverage is based on portable radios with long antennas. Use of short antennas is highly discouraged on the Collin County Radio System as it will affect coverage inside buildings and on the street in some locations. Digital radio systems DO NOT offer coverage if the signal falls below an acceptable level.
- 6) Radio programming is only authorized by specific radio programmers. Unauthorized programming on the Collin County Radio System will result in immediate removal of said radio(s) and in some cases criminal charges. Cloning of radios and ID's are not allowed.

#### AUTHORIZED PROGRAMMERS *(This list may be modified at any time during this agreement)*

- 1) Plano Radio Shop (City of Plano)
  - 2) Frisco Radio Shop (City of Frisco)
  - 3) McKinney Radio Shop (City of McKinney)
  - 4) Crosspoint Communications
  - 5) Fort Worth Radio Shop (City of Fort Worth)
  - 6) Dallas Radio Shop (City of Dallas)
  - 7) Harris Corp (Irving Shop only)
  - 8) Garland Radio Shop (City of Garland)
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- 7) Each department is required to keep an accurate inventory of their radios. Alias for each radio need to be provided to Commander Palmisano anytime a radio's assignment changes, or it is issued to another Officer. This information will be updated ASAP in the Dispatch Radio Consoles. Notifications will also include radio that is no longer used; these radio ID's will be shut off.
  - 8) It is the department's responsibility to remove all programming from a radio that is sold or given to anyone outside of their department. Command Palmisano must be notified before the radio changes ownership.
  - 9) Anytime an emergency button is accidentally activated, it is the responsibility of the officer to let Dispatch know that the activation was a mistake.