

COUNTY DEPARTMENT: Information Services

CONTACT PERSON: David Gage Andrews

ADDRESS: 3000 Rockefeller Ave. Everett, WA 98201

TELEPHONE/FAX NUMBER: (425) 388-3739 / (425) 388-3985

PUBLIC AGENCY: City of Stanwood

AGENCY CONTACT PERSON: Greg Thrumer


TELEPHONE/FAX NUMBER: (360) 629-2181

PROJECT: Information Technology Services

AMOUNT: Less than \$ 50,000 per year

FUND SOURCE: COS

CONTRACT DURATION: ~~Ten (10) Years from date of Contract Execution~~  
Five (5) Years from date of Contract Execution

*HLK*  


#### INTERLOCAL AGREEMENT FOR INFORMATION SERVICES

THIS INTERLOCAL AGREEMENT FOR INFORMATION SERVICES (the “Agreement”) is entered into by and between Snohomish County, a political subdivision of the State of Washington, of behalf of its Department of Information Services (hereinafter “SCDIS”), and the City of Stanwood, a municipal corporation of the State of Washington (hereinafter “COS”), for the purpose of providing information services to COS.

#### **RECITALS**

**WHEREAS**, the City of Stanwood is a public agency that requires information technology services, including: information processing, proprietary software and purchased services (“Information Services”);

**WHEREAS**, Snohomish County is a public agency that provides Information Services to its offices and departments; and

**WHEREAS**, RCW 39.34.080 permits public agencies to contract with one another for the performance of governmental services

### **AGREEMENT**

**NOW, THEREFORE**, this Agreement sets out the terms and conditions for the provision of Information Services, the compensation to be paid, and the mutual obligations of the parties. In consideration of the mutual benefits and covenants contained herein, the parties agree as follows:

1. Scope of Information Services.

A. SCDIS agrees to provide Information Services as reasonably requested in advance by COS. Information Services shall include, but are not limited to, the following services:

- i. Planning, management, control, operation, repair and use of information services, backbone network, telecommunications, information processing, equipment, purchased services and proprietary software; and
- ii. Administration of technical maintenance and support for COS. Technical maintenance and support includes procedures that promote efficient management and utilization of such services, such as:
  - a) Management, development, maintenance and operation of COS's information systems and equipment, and connections to Snohomish County network and systems;
  - b) Management, development, maintenance and administration of telecommunication systems for COS;

c) Review of equipment, proprietary software and service acquisitions from outside sources before purchase by COS;

d) Other functions as may be mutually agreeable;

B. SCDIS agrees to allocate sufficient resources to meet the existing processing requirements of COS as described in the supplemental work order attached.

2. COS Obligations.

A. COS understands and agrees that SCDIS shall retain discretion regarding the operation and allocation of the aggregate information processing capacity at its disposal, including the capacity covered by this Agreement.

B. COS shall undertake all new acquisitions of equipment, software or systems to be serviced by SCDIS in accordance with guidelines, standards or procedures established by SCDIS and shall secure written concurrence for any such procurement from the SCDIS director or his/her designee.

3. Supplemental Work Orders.

A. COS shall request Information Services via Supplemental Work Orders. The Supplemental Work Order shall be in substantially the same form as provided in Exhibit A, signed by SCDIS and COS, and subject to the terms and conditions of this Agreement. Each Supplemental Work Order will include a description of the specific services to be provided, the term, and the cost of such service from quotation or from the published rate or fee schedule, and any other terms or conditions applicable to that service.

B. Prior to submitting a Supplemental Work Order, COS may request a cost estimate or quotation of cost for Information Services from SCDIS.

C. Upon receipt of a Supplemental Work Order, SCDIS will review any and all new

systems or services requested by COS to ensure supportability. Following SCDIS review, SCDIS may agree to accept or reject the Supplemental Work Order, or request such modification or addition as SCDIS deems appropriate. Supplemental Work Orders may be approved and signed by the SCDIS Director.

D. SCDIS will not bill COS until SCDIS has accepted the Supplemental Work Order.

4. Cost of Information Services. In exchange for the Information Services provided under this Agreement, COS shall pay SCDIS as set forth in applicable Supplemental Work Orders. Charges for Information Services shall be based on the published rate or fee schedule of SCDIS in effect at the time the Information Services are provided, or as otherwise agreed in the applicable Supplemental Work Order.

5. Payment for Information Services.

A. SCDIS will deliver an invoice to COS monthly, or as defined in a Supplemental Work Order, detailing charges for Information Services rendered during the preceding month. COS shall pay SCDIS within thirty (30) days of receiving SCDIS's invoice.

i. A late payment fee may be applied to any unpaid balance sixty (60) days past due. Late payment fees, if any, will be imposed on the unpaid balance at a rate of 1% per month.

ii. Invoices with unpaid balances more than ninety (90) days past due may be terminated and services discontinued.

B. Invoices disputed by COS pursuant to Section 6 are not subject to late payment fees described in Section 5(A)(i) and (ii).

6. Disputed Invoices.

A. Within thirty (30) days of receipt of an invoice or performance of Information Services, whichever occurs later, COS will notify SCDIS in writing of any issues

regarding the invoice, or performance of Information Services that COS believes does not conform with this Agreement and/or applicable Supplemental Work Order,.

Failure to give written notice constitutes waiver of any objection to performance of Information Services or Invoice

The parties shall attempt to mutually resolve any issues identified pursuant to Section 6(A).

7. Duration. As provided by RCW 39.34.040, this Agreement shall take effect when it has (i) been duly executed by both parties, and (ii) either filed with the County Auditor or posted on the County's Interlocal Agreements website. This Agreement shall remain in effect until December 31, 2018, unless terminated earlier pursuant to Section 8. By mutual agreement of the Parties, this Agreement may be extended for an additional two (2) year period.

8. Termination. Either party may terminate this Agreement at any time, with or without cause, upon not less than ninety (90) days advance written notice to the other party. The termination notice shall specify the date on which the Agreement shall terminate.

Upon termination of this Agreement, COS shall pay SCDIS for all Information Services performed up to the date of termination, as well as the costs of any and all non-cancelable obligations. SCDIS shall notify the COS within thirty (30) days of the date of termination of all remaining costs. No payment shall be made by the COS for any expense incurred or Information Services performed following the effective date of termination unless authorized in writing by the COS.

9. Insurance.

Each Party shall maintain its own insurance and/or self-insurance for its liabilities arising out of its activities associated with this Agreement as it deems reasonably appropriate and prudent. The maintenance of, or lack thereof of insurance and/or self insurance shall not limit the liability of the indemnifying part to the indemnified party(s).

10. Treatment of Assets.

Computer application programs and other software systems furnished to COS by SCDIS are furnished on an "as is" basis with no representations or warranties regarding use or results including any warranties of merchantability or fitness for a particular purpose, unless indicated in an Supplemental Work Order for service.

Title to all property furnished by SCDIS shall remain in SCDIS. Title to all property purchased by the COS for which COS is not reimbursed by SCDIS shall remain in COS. Title to all property purchased by COS for which COS is reimbursed by SCDIS and is used as component of services provided under this agreement shall pass to and vest in SCDIS upon completion, termination, or cancellation of the relevant Supplemental Work Order or this Interlocal Agreement.

Any property of SCDIS furnished to the COS shall, unless otherwise provided in this Agreement, or approved by SCDIS, be used only for the performance of this agreement or a Supplemental Work Order. The COS shall be responsible for any loss or damage to SCDIS property that SCDIS furnishes to the COS.

If SCDIS property is lost, destroyed, or damaged, the COS shall immediately notify the SCDIS and shall take all reasonable steps to protect the property from further damage.

11. Access to Books/Records:

Each Party may, at reasonable times, and upon prior notification, inspect the records of the other party relating to performance of this agreement. SCDIS and COS shall keep all records required by this Agreement in accordance with statutory archival requirements.

12. Indemnification and Hold Harmless.

- A. COS shall hold harmless, indemnify, and defend, at its own expense, SCDIS, its elected and appointed officials, officers, employees and agents, from any loss or claim for damages of any nature whatsoever, arising out of COS's performance of

- A. this Agreement, including claims by COS's employees or third parties, except for those losses or claims for damages solely caused by the negligence or willful misconduct of SCDIS, its elected and appointed officials, officers, employees or agents.
- B. Subject to the liability limitations stated in Paragraph 14., SCDIS shall hold harmless, indemnify, and defend, at its own expense COS, its elected and appointed officials, officers, employees and agents, from any loss or claim for damages of any nature whatsoever, arising out of SCDIS's performance of this Agreement, including claims by SCDIS employees or third parties, except for those losses or claims for damages solely caused by the negligence or willful misconduct of COS, its elected and appointed officials, officers, employees or agents.
- C. In the event of liability for damages of any nature whatsoever arising out of the performance of this Agreement by COS and SCDIS, including claims by COS's and SCDIS's own officers, officials, employees, agents, volunteers, or third parties, caused by or resulting from the concurrent negligence of COS and SCDIS, their officers, officials, employees, agents and volunteers, each party's liability hereunder shall only be to the extent of that party's negligence.

1. Notices. All notices and payments required or permitted under this Agreement shall be delivered to:

Snohomish County Department of Information Services  
3000 Rockefeller Avenue M/S  
Everett, Washington 98201

City of Stanwood  
Greg Thrumer  
Finance Director  
10220 270<sup>th</sup> Street NW  
Stanwood, Washington 98292

14. Limitation of Liability. In no event will SCDIS be liable for any special, consequential, indirect, punitive or incidental damages, including but not limited to loss of data, loss of revenue, or loss of profits, arising out of or in connection with the performance of SCDIS under this Agreement or any Supplemental Work Order hereunder, even if SCDIS has been advised of the possibility of such damages.
15. Contingency. The obligations of each party to this Agreement are contingent upon local legislative appropriation of necessary funds in accordance with law. In the event of failure of funding from any source or other non-appropriation, the SCDIS shall have the right to terminate this Agreement by providing written notice of termination for non-appropriation to COS.
16. Compliance with Laws. SCDIS and COS shall comply with all applicable federal, state and local laws, rules, and regulations in performing under this Agreement. COS will comply with SCDIS procedures and policies related to technology management and use of applicable County systems, applications and services.
17. Non-assignment. Neither SCDIS or COS shall not assign any of the rights, duties, or obligations covered by this Agreement without the prior express written request and consent of each Party.
18. Conflicts Between Attachments and Text. Should any conflicts exist between any attached exhibit or schedule and the text of this Agreement, the text shall prevail.
19. Governing Law and Venue. This agreement shall be governed by the laws of the State of Washington and any lawsuit regarding this Agreement must be brought in Snohomish County, Washington.
20. Severability. Should any clause, phrase, sentence or paragraph of this agreement be declared invalid or void, the remaining provisions of this agreement shall remain in full force and effect.



21. Execution in Counterparts. This Agreement may be executed in two or more counterparts, each of which shall constitute an original and all of which shall constitute one and the same agreement.

SNOHOMISH COUNTY

By: [Signature] 3/11/14  
County Executive Date

Approval Recommended:

[Signature]  
David Gage Andrews, Director  
Department of Information Services

Approved as to Form:

[Signature] 8/13/13  
Deputy Prosecuting Attorney

CITY OF STANWOOD

By: [Signature] 1/2/2014  
~~City Administrator~~ Mayor Date

Approved as to Form:

[Signature] 12-20-13  
City Attorney Date

COUNCIL USE ONLY	
Approved: <u>4-16-14</u>	
Docfile: <u>D-4</u>	

**SUPPLEMENTAL WORK ORDER**

**(SWO-13-001)**

**BETWEEN**

**SNOHOMISH COUNTY**

**DEPARTMENT OF INFORMATION SERVICES**

**AND**

**THE CITY OF STANWOOD**

**IT Support and Maintenance Services**

# **Supplemental Work Order**

## **IT Support and Maintenance Services**

This Supplemental Work Order (SWO) is made by and between Snohomish County Department of Information Services (the "SCDIS") and the City of Stanwood (the "COS"), pursuant to the terms and conditions of the Inter-local Master Agreement for Professional Services, and effective upon signature by both parties.

### **1. Purpose and Scope of Work**

The purpose of this SWO is for SCDIS to provide IT Support for COS's Information Technology equipment.

The specific equipment covered by this SWO includes the items listed in the attached appendixes along with any item directly associated with the item after acceptance by SCDIS per terms of the ACCEPTANCE OF WORK clause.

Basic Services descriptions for each service type are detailed in the Basic Services section of each appendix.

Specific basic services costs are detailed in the Basic Services Cost section of each appendix.

### **2. Term and Termination**

The term for this SWO shall become effective upon signature of both parties and shall be in effect for a period of two (2) years commencing on July 1, 2013 and ending on June 30, 2015. This SWO may be terminated for convenience by either Party upon ninety (90) days' prior written notice.

If either Party terminates the Inter-local Master Agreement for Professional Services, then this SWO shall also be terminated. In the event that the SCDIS Services are terminated hereunder, COS will be liable only for payments required by the terms of this SWO for services received by COS prior to the effective date of termination.

### **3. Renewal & Rates**

Renewal of this agreement (the Master Inter-local Agreement and SWO) may, by mutual agreement, be completed every two years with counts and rate cost data collected from the year prior to SWO expiration. Rates for services presented in this SWO may, by mutual agreement be adjusted every two (2) years.

#### **4. Annual Adjustments**

Payments for services provided by this **SWO** may be adjusted annually to be in line with the actual services provided to COS.

However, the costs presented in this SWO will remain fixed for the two year period. Additional services will be charged at the then current rates. In September of each year, SCDIS in conjunction with COS will perform Hardware and Software audits of all equipment covered under this SWO and the inventory of services will be adjusted as necessary. The rates quoted in this SWO for each inventory item will remain fixed for the term of the SWO. This will establish the monthly costs for the upcoming year for this SWO. The COS will be billed based on this inventory for the entire year unless additional equipment is added or deleted, in which case cost adjustments may occur.

#### **5. Payments**

Payments will be due on the last day of each month following the month in which COS is invoiced. New rates will be posted prior for the new contract year and will take effect on January 1<sup>st</sup> of the current year.

#### **6. Designated Points of Contact**

**SCDIS's designated point of contact for COS to request Support Services, contact Service personnel, request problem status updates, and receive problem resolutions is via the SCDIS Help Desk at (425) 388-3378, Monday – Friday, 7:30 a.m. – 5:00 p.m. Schedule is subject to change by written notice from SCDIS.**

#### **SCDIS Informational Escalation Points:**

Engineering Supervisor	425.388.7171
Client Services Supervisor	425.388-3998
Systems Manager	425.388-3212
Technology Coordinator	425.388-3904
Deputy Director:	425.388.3730
Director:	425.388.3739

COS's designated point of contact for **SCDIS** to send invoices, solve problems and otherwise conduct business shall be:

Contact Information:

COS Primary Contact: Greg Thrasher 360-629-2181x107

COS Secondary Contact: Kevin Brooks 360-629-2181 x100

**COS Informational Escalation Points:**

Deputy City Clerk/System Administrator	360.629.2181 x100	(TEL#)
	360-629-3009	(FAX #)

## 1. Acceptance of Systems

**SCDIS** will either accept or reject systems and services and upon acceptance they will be listed in the Appendixes. The **SCDIS** will not bill the **COS** until the **SCDIS** has accepted service and/or system delivery responsibility. If services are added following the acceptance of this SWO **COS** will not be required to pay for services or systems from the **SCDIS** until those services and/or systems are accepted by the **SCDIS**. Receipt of a billing statement or invoice constitutes acceptance by **COS** and **SCDIS** that the service is active or has been modified by increasing usage.

## 2. Rejected Equipment

**SCDIS** may reject specified items of **COS** equipment proposed for servicing hereunder based on an inspection that certifies that the **SCDIS** is unable to maintain the equipment. **COS** may request **SCDIS** to bring such equipment into a maintainable status on an Optional Services time and materials basis.

Upon request by **COS**, **SCDIS** shall provide a written estimate of all work and materials needed to bring such equipment into a maintainable status. The final total labor cost for the job shall not exceed twenty percent (20%) of the estimated labor cost, without **COS**'s prior approval.

## 3. Service Level Expectations and Escalation

**SCDIS** intends to have service personnel repair or replace parts or temporarily install another device and to return **COS**-owned equipment to acceptable operation condition at **COS**'s site consistent with targets for Service Level Expectations and Standards. **COS** understands that these response times are targets for service response and certain resolution time frames will fluctuate depending on travel times, support personnel and material availability.

The Service Level Expectations and Standards are as follows:

A. Routine Response: User is inconvenienced, or non-mission-critical application is impaired. Practical workaround exists.

Response Time

3 Days (Maximum)

The primary support contact will respond to this category of call when all other service requests of higher priority have been answered. Every effort will be made to respond within 3 business days. As necessary, the primary support contact will request assistance from the next level of support.

This category of call includes but is not limited to, training issues, minor operational issues, and minor system inconveniences. It is hoped that by stressing formal user training, that SCDIS resources will be better utilized on critical system issues.

#### **Mobility Devices / Blackberries**

*SCDIS only provide connectivity services for Blackberry or other Mobility Devices such as Tablets or Smart Phones. The monthly service charge or repair/replacement costs for the devices will be the responsibility of COS.*

### **10. Authorization**

By their signatures, SCDIS and COS hereby acknowledge and accept the terms and conditions of this SWO.

#### **Approved**

**City of Stanwood**

Leonard Kelley  
Signature

Leonard Kelley  
Print or Type Name

Mayor  
Title

Date 1/2/2014

#### **Approved**

**Snohomish County**

**Department of Information Services.**

Gage Andrews  
Signature

Gage Andrews  
Print or Type Name

IS Director  
Title

Date 1/30/14

## Appendix A – COS PC/Laptop/Printer Equipment

COS will work with SCDIS and provide SCDIS with information on the number of items to be maintained under this SWO. COS will maintain the accuracy of the count by providing periodic updates to SCDIS whenever existing equipment is removed or new equipment is installed at a the COS site.

### PC Support Services

Component	Qty	Annual	
		Cost Each	Total
PC Count	20	\$ 275.00	\$ 5,500.00
Laptop Count	7	\$ 275.00	\$ 1,925.00
Support Labor Costs (3 Hours Each - Travel Included)	81	\$ 95.00	\$ 7,695.00
<b>Total PC/Laptop Cost</b>			<b>\$ 15,120.00</b>

### Workstation/Laptop TRP Services

		TRP Cycle 5 Years				
Component	Qty	Full Cost	Total Value	One Time		Annual TRP
				Total		Cost
Workstation TRP Hardware	25	\$ 618.07	\$ 15,451.75	\$ 3,090.35	\$	\$ 3,090.35
Laptop TRP Hardware	2	\$ 1,200.00	\$ 2,400.00	\$ 480.00	\$	\$ 480.00
TRP Services (2 Hours per Device)	5	\$ 190.00		\$ 950.00	\$	\$ 950.00
<b>Total TRP Cost</b>			<b>\$ 17,851.75</b>	<b>\$ 4,520.35</b>	<b>\$</b>	<b>\$ 4,520.35</b>

### Print Queue Services

Component	Qty	Annual	
		Cost Each	Total
Number of Printers	3		
Print Queues to Support Support (Support Costs)	3.0	\$ 50.00	\$ 150.00
Printer Repair Services (No Printer Repairs Included)	0	\$ 375.00	\$ -
<b>Total Print Server Cost</b>			<b>\$ 150.00</b>

Total Annual Charges = \$19,315.35

## Basic PC/Laptop/Printer Services

Basic Services include PC hardware repair and maintenance, delivery, installation, warranty repair assistance, and preventative maintenance; standard software provisioning, installation, maintenance, and support; help-desk dispatch and telephone support; and basic assistance on planning, coordinating, tuning of COS PC equipment required to maintain the specified information technology equipment's intended function.

**Hours of Service: Service Desk Hours:** Monday through Friday 8:00AM through 5:00PM\*

**\*Note:** Saturday, Sunday, & Holidays Not Applicable. Resources may not always be available due to emergency and/or other contingencies

## **PC Hardware**

### Repair and Maintenance

Provide services on Snohomish County standard PC hardware, laptops, laser printers, and directly associated peripheral devices. Services will include all time and material necessary to return equipment to working condition upon failure.

- **Acceptable Replacement Parts** - All replacement parts or equipment provided by **SCDIS** under this SWO will be equivalent to the same manufacturer (unless the device is no longer manufactured) and equal to or better than the original equipment being replaced (e.g. higher resolution monitor, or larger hard drive) at no additional cost to **COS**.
- **Component Failure** - **COS** understands that data integrity and availability on personal computing devices are solely the responsibility of **COS**. In the event that a critical component failure results in risk to **COS** data, the **SCDIS will assume no liability for any loss of data**. Following component replacement, **SCDIS** will rebuild the equipment and associated software to a pre-defined standard build. In the event that no standard exists, **SCDIS** will utilize a best match standard build in consultation with the **COS**. Any additional restoration services and/or data recovery services may be contracted for individually on a Time and Materials basis.
- **Equipment Beyond Useful Life** – In the event that **SCDIS** determines in consultation with the **COS** that a “Primary” equipment item is no longer repairable, **COS** will replace the equipment as soon as possible. **SCDIS** will attempt to provide a suitable piece of equipment to loan the **COS** until replacement equipment is acquired.

### Purchase, Delivery and Installation

**COS** will purchase, prepare and deliver Snohomish County standard devices as directed by **COS**. Purchases will be made off of existing Snohomish County contracts by **SCDIS** and charged back to **COS**. Installation activities will be scheduled at a mutually agreeable time. New PC's which are purchased by **SCDIS** for **COS** which are to be added to the **COS** inventory as well as added to this Supplemental Work order must be funded by **COS**. Installation services are subject to technician availability.

### Warranty Repair Assistance

Equipment that is covered by manufacturer warranty will be repaired and maintained by the authorized manufacturer representative. Depending on terms of warranty coverage, **SCDIS** will assist and coordinate the repair and/or replacement activities. In the event that a manufacturer representative is unable to meet **COS** expectations, **SCDIS** will attempt to repair subject equipment with the understanding that efforts may effect the status of manufacturer warranty coverage.

### Preventative Maintenance Service

Preventative maintenance service may be requested by **COS** as a time-available service to maintain the equipment in good operating condition. This activity will be limited to no more than one request per contracted device per year



## A. Standard Software

### Provisioning

Current County standard software listed in this order will be provided “as is” and maintained by **SCDIS** as a component of Basic Services. This software is licensed to Snohomish County and will remain the property of Snohomish County on managed devices. **SCDIS** will maintain license and provide periodic upgrades as deemed necessary and appropriate for **COS**. The implementation time frames for newly released versions of the software will be subject to **SCDIS** judgment and approval consistent with business need, compatibility and supportability requirements, and availability of funds.

Included PC Applications/Software:

(Standard software **SCDIS** currently maintains for each county owned or managed PC. This base list is subject to change, additions, and/or deletions as approved by **SCDIS**.)

Microsoft Office Professional Suites (Office 2007 & 2010)

- Access
- Excel
- Outlook
- PowerPoint
- Word

Microsoft Desktop Operating System

- Windows 7

Network Associates MacAfee Virus Defense

Adobe Acrobat Reader

**Note:** Access and use of the above software is restricted per the terms and conditions of applicable license agreements held by **SCDIS**. All other software, and applicable licensing requirements is the sole responsibility of **COS**.

### Installation, Maintenance, and On-site Support

**SCDIS** will install Snohomish County standard software and approved **COS** non-standard software on all PC equipment accepted for coverage.

- The installation will include base software configuration consistent with County standard deployment practices. **COS** will be responsible for all personalization of the software configuration as deemed appropriate by **COS** in consultation with **SCDIS**. **COS** agrees to limit customization as much as possible to help maintain stability and effectiveness of support and maintenance activities.
- Standard software maintenance activities, including updates and upgrades will be performed as necessary to maintain base software function and improve compatibility with other County systems.
- **SCDIS** will assist **COS** install and configure other non-standard **COS** software provided a level of knowledge is available to effectively perform the work. In the event that specific knowledge is not available, **COS** may request assistance as an Optional Service on a time and material basis.

### Basic Assistance

Provide general planning, coordination, and periodic technology assessments to support COS's effective use of PC based technologies. Basic assistance is limited to efforts deemed reasonable by SCDIS to encourage and promote the sharing of knowledge and information consistent with building cooperative services of interest to both the COS and SCDIS.

In the event that SCDIS deems requests for assistance are beyond the scope of this SWO, SCDIS will work with COS to develop and recommend approaches to meet COS requirements.

**Note:** Assistance with specific Project related activities including but not limited to COS owned and maintained application upgrades and analysis, programming, database design, network or systems administration are not included in PC Maintenance and Support Base Services. COS may request Project assistance as an Optional Service on a time and material basis or under a separate SWO.

### **B. Basic PC/Laptop/Printer Rates**

**Note:** Rate and Fee schedules are subject to change. The current rate and fee schedule supersedes and replaces all previous published rate schedules. Annually, SCDIS will perform an inventory of PC's and Printers deployed within the COS network. Costs will be adjusted in accordance with that inventory and the prior year's approved basic rate allocation for each component. These new rates will be established by September of each year and be rolled into the coming years Basic Services cost. Notice will be given in writing by September of each year by SCDIS to COS as to the expected costs for the upcoming year. Provision of services is subject to continued funding and availability of resources as provided through and by SCDIS and Snohomish County.

### **Technology Replacement Services**

SCDIS commits to replacing One Fifth of the PC's and Laptops which belong to COS annually. These devices will remain the property of COS in the event of contract termination. Replacement will occur at a time mutually agreeable between SCDIS and COS. Replaced devices will be selected based on age first and then by function.

## Appendix B - COS Network, Servers, Data and Applications

COS will assist SCDIS with obtaining information on each item to be maintained under this SWO. This information will include: Owner, Type of equipment; Model and Serial number; SCDIS asset tag number; date of purchase/contract commencement date and proof-of-purchase information, if applicable; current Original Equipment Manufacturer (OEM) warranty status; and detailed location information including address, COS contact and telephone number. COS will maintain the accuracy of the list by providing periodic updates to SCDIS whenever existing equipment is removed from or new equipment is installed at a COS site.

### Network Components and Servers List:

Charges for network and server maintenance include configuration, management, and other related maintenance efforts. Replacement cost of COS owned equipment will be the responsibility of COS.

### Network Services Hosting

Component	Qty	Monthly Cost Each	Total
Transport Services	12	\$ 538.91	\$ 6,466.92
Support Services (Hours Per Year)	4	\$ 95.00	\$ 380.00
<b>Total Virtual Server Cost</b>	<b>0</b>		<b>\$ 6,846.92</b>

### Server Support Services

Component	Qty	Total
Server Software	1	\$ 291.67
Client Server Support Services (Repair, Patching and Monitoring)	1	\$1,500.00
<b>Total Physical Server First Year Cost</b>	<b>0</b>	<b>\$ 1,791.67</b>

Snohomish County will provide one (1) T-1 or greater connection to the City of Stanwood from the downtown Everett County Campus for the purpose of remote troubleshooting and to establish a reliable point of network presence for the City of Stanwood, City Hall Building and Annex. Connectivity to this T-1 Transport from other city operations sites will be established by mutual agreement with the City of Stanwood and Snohomish County. Snohomish County will work with the City of Stanwood under the Optional Services as specified in Appendix C of this SWO to design those services and provide estimated costs.

Other Services being provided under this SWO to COS are as follows:

#### Network Access

Component	Qty	Annual Cost Each	Total
Network Accounts for Agency	34	\$ 160.00	\$ 5,440.00
<b>Total PC Cost</b>			<b>\$ 5,440.00</b>

#### CITRIX Services Hosting

Component	Qty	Cost Each	Total
CITRIX ACCESS	5	\$ 115.00	\$ 575.00
<b>Total CITRIX Cost</b>			<b>\$ 575.00</b>

#### Data Hosting Services

Component	Qty	Annual Cost Each	Total
Data Size (Gig)	120	\$ 10.00	\$ 1,200.00
Data Support Services (1 Hour per Year)	1	\$ 95.00	\$ 95.00
Data Infrastructure TRP	1	\$ 100.00	\$ 100.00
<b>Total Data Hosting Cost</b>			<b>\$ 1,395.00</b>

#### Backup Services Hosting

Component	Qty	Annual Cost Each	Total
Data Size (Gig)	120	\$ 2.50	\$ 300.00
Infrastructure TRP	120	\$ 0.25	\$ 30.00
<b>Total Backup Hosting Cost</b>			<b>\$ 330.00</b>

#### Internet Access Hosting

Component	Qty	Annual Cost	Total
5 Megabyte Committed Bandwidth	1		\$ 1,680.00
Support and Administrative Costs (Hours Per Year)	2	\$ 95.00	\$ 190.00
<b>Total Internet Access Cost</b>			<b>\$ 1,870.00</b>

#### Messaging Services Hosting (E-Mail)

Component	Qty	Annual Cost Each	Total
Exchange User Access	30	\$ 65.00	\$ 1,950.00
Exchange Storage Costs (Per Gig)	30	\$ 10.00	\$ 300.00
Exchange Server TRP Cost	1	\$ 100.00	\$ 100.00
Mailbox Administration	30	\$ 15.83	\$ 474.90
<b>Total E-Mail/Exchange Cost</b>			<b>\$ 2,824.90</b>

Total Annual Charges = \$21,073.49

## Basic Network, Server, Data and Application Services

Basic Services include Network and Server hardware repair and maintenance, delivery, installation, warranty repair assistance, and preventative maintenance; software provisioning, installation, maintenance, and support; help-desk dispatch and telephone support; and basic assistance on planning, coordinating, tuning of COS Network and Server equipment required to maintain the specified information technology equipments intended function.

### C. Hours of Service:

**Service Desk:** Monday through Friday 8:00AM through 5:00PM\*

**\*Note:** Saturday, Sunday, & Holidays Not Applicable. Resources may not always be available due to emergency and/or other contingencies.

**Scheduled Outage for Maintenance:** Each Saturday between 7:00 am and 12:00 pm is scheduled for regular maintenance. This is essential to network health. Intermittent outages will occur during this period. If for some reason you will be working during those periods then please contact the Help Desk at x3378 so that they might advise Network and Systems Engineers of your situation.

### D. Network Hardware/Infrastructure

#### Repair and Maintenance

Provide services on Snohomish County standard Network hardware, Routers, Switches, CSU/DSU Components, Multiplexers, and directly associated peripheral devices. Services will include all time and material necessary to return equipment to working condition upon failure.

***These devices will be owned, operated and configured by Snohomish County SCDIS.***

- **Acceptable Replacement Parts** - All replacement parts or equipment provided by **SCDIS** under this SWO will be equivalent to the same manufacturer (unless the device is no longer manufactured) and equal to or better than the original equipment being replaced (e.g. higher resolution monitor, or larger hard drive) at no additional cost to **COS**.
- **Component Failure** - **COS** understands that network integrity and availability are solely the responsibility of **SCDIS**. In the event that a critical network component failure results in risk to **COS** data, the **SCDIS will assume no liability for any loss of data**. Following component replacement, **SCDIS** will rebuild the equipment and associated software/configuration to a pre-defined standard build. In the event that no standard exists, **SCDIS** will utilize a best match standard build/configuration in consultation with the **COS**. Any additional restoration services and/or data recovery services may be contracted for individually on a Time and Materials basis.
- **Equipment Beyond Useful Life** – In the event that **SCDIS** determines in consultation with the **COS** that a “Primary” equipment item is no longer repairable, **SCDIS** will replace the equipment as soon as possible. **SCDIS** will attempt to provide a suitable piece of equipment until replacement equipment is acquired.

#### Purchase, Delivery and Installation

**COS** will purchase, prepare and deliver Snohomish County standard devices as directed by **COS**. Purchases will be made off of existing Snohomish County contracts by **SCDIS** and charged back to **COS**. Installation activities will be scheduled at a mutually agreeable time. New PC's which are purchased by **SCDIS** for **COS** which are to be added to the **COS** inventory as well as added to this Supplemental Work order must be funded by **COS**. Installation services are subject to technician availability.

#### Warranty Repair Assistance

Equipment that is covered by manufacturer warranty will be repaired and maintained by the authorized manufacturer representative. Depending on terms of warranty coverage, **SCDIS** will assist and coordinate the repair and/or replacement activities. In the event that a manufacturer representative is unable to meet **COS** expectations, **SCDIS** will attempt to repair subject equipment with the understanding that efforts may effect the status of manufacturer warranty coverage.

#### Moves, Adds and Changes

**SCDIS** will coordinate and be assigned responsibility for all Moves, Adds and Changes (MAC) to the Network Cabling Infrastructure at the **COS** facility. These activities will be scheduled at a mutually agreeable time. MAC services are subject to technician availability. These support activities are considered as a part of basic services when performed against connections relating to devices presently or newly identified in Appendix A or B – Equipment Listings. Connections and Network cabling not related to the Equipment/Software list in existing facilities will be considered optional; therefore chargeable services.

#### Data Backup and Restoration

**SCDIS** will; on a nightly basis, copy all **COS** application data from the local **COS** data server to data stores maintained by **SCDIS** on the Main County Campus. This data will then be secured and maintained in accordance with **SCDIS** Policy **DIS-0007**. Copies of this policy will be provided by **SCDIS** to **COS** upon request. Limitations and Liabilities are defined within the Master Contract between **SCDIS** and **COS**.

#### Preventative Maintenance Service

Preventative maintenance services will be scheduled by **SCDIS** as required by the manufacturer.

#### Basic Assistance

Basic assistance is limited to efforts deemed reasonable by **SCDIS** to encourage and promote the sharing of knowledge and information consistent with building cooperative services of interest to both the **COS** and **SCDIS**.

In the event that **SCDIS** deems requests for assistance are beyond the scope of this SWO, **SCDIS** will work with **COS** to develop and recommend approaches to meet **COS** requirements.

**Note:** Assistance with specific project related activities including but not limited to **COS** owned and maintained application upgrades and analysis, programming, database design, network or systems administration are not included in Server Software Maintenance and Support Base Services. **COS** may request Project assistance as an Optional Service on a time and material basis or under a separate SWO.

### **E. Basic Network, Server, Data and Application Services Rates**

**Note:** Rate and Fee schedules are subject to change. The current rate and fee schedule supersedes and replaces all previous published rate schedules. Annually, **SCDIS** will perform an inventory of client accounts, storage, e-mail and Citrix usage deployed and utilized by **COS**. Costs will be adjusted in accordance with that inventory and the prior year's approved basic rate allocation for each component. These new rates will be established by September of each year and be rolled into the coming years Basic Services cost. Notice will be given in writing by September of each year by **SCDIS** to **COS** as to the expected costs for the upcoming year. Provision of services is subject to continued funding and availability of resources as provided through and by **SCDIS** and Snohomish County.

## Appendix C - COS Mobility Services

SCDIS will provide a complete list of devices prior to the execution of this SWO. COS will maintain the accuracy of the inventory by providing periodic updates to SCDIS whenever existing wireless Mobility services are added or removed. The number of mobile devices is currently 9.

### Mobility Services Hosting

Component	Qty	Annual	
		Cost Each	Total
Mobile Account Management	9	\$ 60.00	\$ 540.00
Smart Phone E-Mail/Calendar Hosting	9	\$ 55.00	\$ 495.00
Total Mobility Cost			\$1,035.00

**Note:** In this SWO, all wireless services will be the responsibility of COS. SCDIS will only be billing COS the cost of the license (\$55.00) and \$60.00 per year for maintenance on the Blackberry/Wireless device account. This will be a total of approximately \$115.00 per year per device.

Total Annual Charges = **\$1,035.00**

### Basic Mobility Services

Basic Services include: E-Mail/Calendaring Services with Combination Cell Phone Capability. Telephone Support at 425.388.3378 (Help Desk)

Hours of Service:

**Service Desk:** Monday through Friday 8:00AM through 5:00PM\*

**\*Note:** Repair of the mobile devices is the sole responsibility of COS and the vendor who supplied the device.

**Scheduled Outage for Maintenance:** Each Saturday between 7:00 am and 12:00 pm is scheduled for regular systems and applications maintenance. This is essential to network and application health. Intermittent outages may occur during this period. If for some reason your device fails to operate during this period; this does not indicate a failure. If after 12:00 noon on Saturdays the device doesn't resume functioning correctly; contact the Help Desk at x3378 so that they might advise Network and Systems Engineers of your situation.



## Wireless Mobility Messaging Services Infrastructure

### Support Services and Maintenance

Provide Mobility Messaging Services on SCDIS owned standard Software, Systems and Transport Services to include all time and materials necessary to return this Software and Services equipment to working condition upon failure. *These software, devices, and Transports will be owned, administered, operated and configured by Snohomish County SCDIS.*

- Acceptable Replacement/Upgrade Software and Parts - All replacement software or equipment provided by SCDIS under this SWO will be equivalent to the same manufacturer (unless the software or device is no longer manufactured) and equal to or better than the original software/equipment being replaced. (New/Upgraded Mobility Messaging Software Technology)
- Software Component Failure - COS understands that infrastructure integrity necessary to deliver Mobility Messaging services are the sole the responsibility of SCDIS. In the event that a critical software/equipment component failure results in risk to COS data, the SCDIS will assume no liability for any loss of data. Following infrastructure component replacement, SCDIS will rebuild the Mobility Services Systems/Equipment/Environment and associated software/configuration to a pre-defined standard build restoring settings to the pre-failure state.

### Purchase, Delivery and Installation

This SWO allows COS to make purchases off of existing Snohomish County contracts with regards to Wireless Equipment, Software and installation necessary to execute this SOW with installation activities to be scheduled at a mutually agreeable time.

### Warranty Repair Assistance

Hardware and Software that is covered by manufacturer warranty will be repaired and maintained by the authorized manufacturer representative. Depending on terms of warranty coverage, SCDIS will assist and coordinate the problem resolution activities.

### Preventative Maintenance Service

Preventative maintenance services will be scheduled by SCDIS as required by the manufacturer.

### Basic Assistance

Basic assistance is limited to efforts deemed reasonable by SCDIS to encourage and promote the sharing of knowledge and information consistent with building cooperative services of interest to both the COS and SCDIS.

In the event that SCDIS deems requests for assistance are beyond the scope of this SWO, SCDIS will work with COS to develop and recommend approaches to meet COS requirements.

**Note:** Assistance with specific Project related activities including but not limited to application analysis, programming, database design, network or systems administration are not included in Blackberry Wireless Services and Support Base Services. COS may request Project assistance as an Optional Service on a time and material basis or under a separate SWO.

## **Appendix D - Other Services**

### **Administrative Costs:**

**COS** is being charged a 5% fee for managing the account, billing and Invoicing. The fee for this year is: **\$1,854.68**

### **Help-Desk Dispatch and Telephone Support**

**SCDIS** will provide a single-point service to dispatch and manage both hardware and software related maintenance and support delivery including:

- Logging calls and arranging for the appropriate resources as necessary for resolution.
- Provide telephone support to assist **COS** in the restoration of Contracted Services.
- In the event that support requirements requires post implementation employee training, extensive research and/or development activities, **COS** may request assistance as an Optional Service on a time and material basis.

The **COS** agrees to utilize this service to help insure that requests for service are proactively tracked and managed consistent with County practices.

### **Other services provided to COS will be based on Time and Materials**

PC Support Service (Non covered PC's and Printers)	<b>\$95.00 per hour</b>
Intermediate Network / Programming Project	<b>\$100.00 per hour</b>
Advanced Network / Senior Engineer / Systems Analysis	<b>\$125.00 per hour</b>
County Standard Software Training (1 Staff Member)	<b>\$100.00 per student class day</b>
Specialized Training	<b>Per separate quote</b>

Optional services are available for the following. Each service will require a separate Supplemental Work Order. Contact the Director of Information Services **SCDIS** for more information regarding these services.

## Appendix E - Summary

The intent of this contract is to provide the City of Stanwood services which they could not obtain via their own financial resources. The County has depth in many areas of IT which one or two City staff could not replicate. We feel we are providing the City of Stanwood a great value and at the same time we are leveraging our existing staffing resources to offset some of the Counties costs. This new payment schedule will take effect immediately following the approval by both parties for the term of this SWO.

### Service Costing Summary

<b>Workstations and Printers</b>	<b>Totals</b>
PC Support Services	\$ 15,120.00
PC Technology Replacement	\$ 4,045.35
Printers	\$ 150.00
<b>Sub-Total</b>	<b>\$ 19,315.35</b>
<b>Servers Network and Applications</b>	<b>Totals</b>
Network	\$ 6,846.92
Client On-Site Server Support	\$ 1,791.67
Network Accounts	\$ 5,440.00
Citrix Access Hosting	\$ 575.00
Data Hosting	\$ 1,395.00
Backup Services	\$ 330.00
Internet Access	\$ 1,870.00
Messaging and E-Mail	\$ 2,824.90
<b>Sub-Total</b>	<b>\$ 21,073.49</b>
<b>Mobility</b>	<b>Totals</b>
Mobility Services Hosting	\$ 1,035.00
<b>Sub-Total</b>	<b>\$ 1,035.00</b>
<b>Sub-Total</b>	<b>\$ 41,423.84</b>
2013 First Year TRP Payment	\$ 4,045.35
<b>2013 Sub-Total</b>	<b>\$ 37,378.49</b>
<b>Administrative Costs:</b>	<b>\$ 2,071.19</b>
<b>Total 2013 Monthly Payments</b>	<b>\$ 39,449.68</b>
<b>2013 Monthly Charge</b>	<b>\$ 3,287.47</b>
<b>Total Remaining 2013 Budget Impact</b>	<b>\$ 19,724.84</b>
<b>2014 Monthly If nothing changes</b>	<b>\$ 3,624.59</b>
<b>Total 2014 Budget Impact</b>	<b>\$ 43,495.03</b>
<b>Due at Contract Signing</b>	
First Month Payment 7/1/2013	\$ 3,287.47
First Year PC Technology Replacement	\$ 4,045.35
	<b>\$ 7,332.82</b>