

SUPPLEMENTAL WORK ORDER (SWO-17-1)

BETWEEN

SNOHOMISH COUNTY

Through its

DEPARTMENT OF INFORMATION TECHNOLOGY

AND

SNOHOMISH HEALTH DISTRICT

For

IT Support Services

4/5/18

Supplemental Work Order

IT Support Services

This Supplemental Work Order (SWO) is made by and between Snohomish County (the County), through its Department of Information Technology ("SCDOIT") and the Snohomish Health District ("SHD"), pursuant to the terms and conditions of the Interlocal Agreement for Information Services, and effective upon signature by both parties.

1. Purpose and Scope of Work

The purpose of this SWO is for the County to provide IT Support for SHD's Information Technology workstations, desktop software, communications, network equipment, and servers. Specific services and services costs are consistent with SCDOIT's published services and rates, and are detailed in Appendix A and by this reference incorporated herein.

2. Rates and Adjustments

Rates under this SWO shall be updated annually, by the County, with counts and rate cost data mutually negotiated as part of Snohomish County's annual budget and service rate model. As required, County, in conjunction with SHD, will perform inventories of all equipment, desktop software licenses, and services covered under this SWO and the inventories will be adjusted as necessary. The County will invoice SHD based on these inventories unless additional equipment or services are added or deleted, in which case cost adjustments may occur.

3. Payments

Payments for services specified in Appendix A will be due monthly and paid within thirty (30) days of the month for which services are received. All payments for services are final and non-refundable unless a long term agreement is made and credits are given at that time.

4. Term and Termination

The term for this SWO shall become effective upon signature of both parties and shall be in effect for a period consistent with the term of the Interlocal Agreement for Information Services. This SWO may be terminated for convenience by either party upon ninety (90) days prior written notice. If either party terminates the Interlocal Agreement for Information Services, then this SWO shall also be terminated. In the event that this SWO is terminated hereunder, either County or SHD may be liable for the value of outstanding services or amortized value of computer or network equipment as defined in Appendix B, which is attached hereto and by this reference made a part hereof.

5. Designated Points of Contact

SHD may request support services, contact service personnel, request problem status updates, and receive problem resolutions via the **SCDOIT** Service Desk at **(425) 388-3378**. The Service Desk hours of operation are **business days, Monday – Friday, 7:00 a.m. – 7:00 p.m. PST**. The Service Desk hours of operation are subject to change by written notice from **SCDOIT**.

SCDOIT Informational Escalation Points:

Client Services Supervisor	Jose Matthews	425.388.3717
Engineering Supervisor	JD Braathen	425.388.7171
Systems Manager	Fred Hartmann	425.388.3998
Department Director	Trever Esko	425.388.3739

SHD's designated point of contact for the **County** to send invoices and otherwise conduct business shall be:

SHD Primary Contact:	Shawn Frederick	425.339.8687
SHD Secondary Contact:	Jim Kamp	425.339.8689

SHD Informational Escalation Points:

Jim Kamp	425.339.8689	425.903.1067 (Cell)
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6. Line of Business Application Support

Under the terms of this SWO, County does not provide application support for line of business applications and software. County does support the servers running on premise applications, and the network and internet communications to access the applications. SCDOIT therefore provides initial Service Desk call and analysis (Tier 1) regarding application outages for all applications and systems.

If an issue is determined to be software/application related, County will work cooperatively with organizations and vendors who support the applications to address and resolve issues, including providing access to the county computing environment as necessary to troubleshoot and remediate issues.

SHD will continue to pay maintenance, support, and licensing directly to the organizations and vendors providing support for all the SHD line of business applications. County will require SHD to provide a complete list of all vendors and their associated contracts along with any support procedures or authorization codes.

Authorization

By their signatures, **County** and **SHD** hereby acknowledge and accept the terms and conditions of this SWO for IT Support.

Approved

Snohomish Health District



Signature

Jefferson Ketchel

Print or Type Name

Administrator

Title

Date: 7-11-2018

Approved

Snohomish County



Signature

KEN KLEIN
Executive Director

Print or Type Name

Title

Date: 6/13/18

Appendix A – Services and Rates

The County shall charge the following rates for services under this SWO:

SCDOIT Services and Rates				
Service	2018 Rate (Annual)	SHD Metric	2018 Cost	2017 Monthly Rate
Workstation Service	\$1,460 / standard \$1,575 / premium	126 Standard 40 Premium	\$183,960 \$63,000	\$15,330 \$5,250
Desktop Telephone	\$140 / phone number	195 Phone Numbers	\$15,750	\$1,312
Enterprise Infrastructure	\$1,431 / FTE	145 FTE	\$207,495	\$17,291
IT Mandated Services	\$1,257 / FTE (72% discount)	145 FTE	\$182,265	\$15,188
TOTAL			\$652,470	\$54,371

Per the SCDOIT enterprise service model adopted by Snohomish County for all 2018 central IT services, the definition of the services are as follows:

Workstation Service

Workplace Technology

- Procurement of county-owned workstations and devices
- Configuration of workstations to a standard specification
- Installation and configuration of standard and approved workstation software products and tools
- Administration, configuration and support of standard windows operating environments including Internet browsers
- Remote and onsite maintenance and support of standard workstation and desktop phone equipment
- Administration and support of enterprise productivity and collaboration tools such as email, the MS Office client suite, and the Office 365 online product suite
- Email account provisioning and administration including spam filtering and email encryption
- Administration and management of county user login credentials including Seamless Sign-On (SSO) to cloud based applications
- Provisioning and maintenance of virus and malware protection for a secure workstation computing environment
- Full lifecycle management of standard workstations including scheduled replacement
- Connectivity to county resources and the Internet through county wired and wireless network and remote access solutions

Technical Support

- IT Service Desk support - 7:00 a.m. to 7:00 p.m. PST business days
- Network printer/print queue support
- Replacement of parts and components
- Escalated IT support to Tier 2 / Tier 3 as part of Enterprise Technology, Enterprise Applications, and/or Application Support services

Desktop Telephone

- Delivery and support of Unified Communications infrastructure
- UC features and functions including voicemail, messaging, presence indicators and conferencing (audio and video)
- Support of desktop telephones and equipment

- Local and long distance dialing

Enterprise Infrastructure

Technology Infrastructure and Integrity

- System servers
- Cloud services
- Data center operations
- ITIL change management process
- Quality control
- System backup and recovery

Platform Services

- IaaS vendor management
- PaaS vendor management
- Cloud services integration
- Cloud services incident response processes

Telephony Infrastructure and Carrier Administration

- SIP infrastructure maintenance and support
- Long distance service
- E-911 services for emergency responders
- Fax / alarm lines

Enterprise Cybersecurity

- Security infrastructure monitoring, reporting and alerting
- Regulatory compliance (CJIS, HIPAA, PCI)
- Risk analysis and associated insurance costs
- Cyber threat incident response planning
- Cyber threat predictive monitoring and analytics

Data Storage

- High speed database storage
- Unstructured data storage (office files/images)
- Data backup services

Networks and Connectivity

- Local Area Network (LAN) (internal network)
- Wide Area Network (WAN) (external network access)
- Wireless 802.11x (public and secured)
- IGN/LGN Access (Inter Government Network/Local Government Network)

Mandated Services Provided

IT Asset and Contract Management

- Asset and inventory management
- Software license administration
- Vendor contract administration
- Contract negotiation
- Technology purchasing support

Technology Planning and Reporting

- Strategic technology planning
- Annual technology reporting
- Technology performance monitoring and reporting

- IT budget development
- Technology total cost of ownership (TCO) analysis and reporting

SCDOIT Mandated Services NOT Provided

Technology Governance

- Strategic Advisory Board staffing and administration
- Business Advisory Committee staffing and administration
- Governance compliance coordination
- Governance communication

Technology Project Oversight

- Project Oversight Committee staffing and administration
- Project oversight leadership
- Monthly project reporting coordination
- Project assistance and recovery services

Copy, Print, and Mail Services

- Countywide copy center
- County mailroom operations

Records Center Operations

- County records warehouse operations
- Paper records filing and storage
- Paper records retrieval
- Records post-retention destruction

Document Scanning and Microfilming

- Prepare documents for scanning/microfilm
- Scan/microfilm documents
- Quality control documents
- Pick-up/delivery of documents
- Document finishing
- Microfilm developing
- Large format scanning/filming
- Scanning to specific software platforms

Appendix B – Termination Costs

If this SWO is terminated by either party upon ninety (90) days written notice, either for convenience or through the termination of the Interlocal Agreement for Information Services, SCDOIT and SHD must reconcile the disposition of physical assets and liabilities associated with the cost of hardware and software, based on the schedule below.

Service Termination Schedule			
Element	Consideration	Payer	Terms
PC/Laptop Workstation	Amount paid per workstation by SHD toward future replacement	SCDOIT	Amount due by January 31 of the next fiscal year
Software (desktop and business systems)	Any unreimbursed licensing cost of software paid by SCDOIT	SHD	Amount due on termination date
UC Telephones	Amortized value of telephones purchased by SCDOIT	SHD	Amount due by January 31 of the next fiscal year
Network Equipment	Amortized value of network equipment at SHD facilities purchased by SCDOIT	SHD	Amount due by January 31 of the next fiscal year
Computer and Storage Servers	Amortized value of servers in SCDOIT data center purchased by SHD	SCDOIT	Amount due by January 31 of the next fiscal year
Decommission Work	Work performed by SCDOIT to decommission, remove, or otherwise update technology infrastructure to facilitate service termination	SHD	Rate \$95/hour; Amount due 30 days after invoice for work performed