

Exhibit A - Work Order (WO 21-01)

Network, Internet & GIS Support Services

This Work Order (WO) is executed between Snohomish County, through its Department of Information Technology (the “County” or “SCIT”) and City of Snohomish (“Snohomish”) pursuant to the terms and conditions of that certain Interlocal Agreement (“ILA”) between Snohomish and Snohomish County to Provide Information Services. The parties acknowledge that they have read and understand the terms and conditions therein. All rights and obligations of the parties shall be subject to and governed by the terms of the ILA. This WO sets forth the obligations of the parties with respect to SCIT’s provision of information services to Snohomish. This WO also serves as the Service Level Agreement, (See Section 6 Service Levels and Designated Points of Contact and Escalation Points Table of this WO) between Snohomish and SCIT.

1. **Purpose:** The purpose of this WO is for SCIT to provide to Snohomish information services as specified in Appendix A.
2. **Scope of Work:** The specific services covered by this WO includes the “Primary” items listed in Appendix A – Services Listing and any item directly “associated” with the Primary items after acceptance by SCIT.
3. **Term and Termination:** The term of this WO is effective upon the date of execution by both parties unless terminated upon written notification to the other party. Either party may terminate this WO upon ninety (90) day’s written notification to the other party. In the event the ILA is terminated, this WO shall also terminate on the ILA termination date.
4. **Prohibited Use of Services:**
 - a. Snohomish shall not use any Service in a manner that Snohomish County reasonably determines may adversely affect Snohomish County systems, Snohomish County customers, the integrity and operations of Snohomish County’s business, or Snohomish County’s ability to provide services to Snohomish County customers.
 - b. By executing this WO, Snohomish acknowledges and agrees that Snohomish County may monitor any activity and content associated with the use of the Services. Snohomish County may cooperate with law enforcement agencies in any investigation related to the use of a Snohomish County Service and investigate any complaint or reported violation of law or Snohomish County policy. Snohomish County may take action in response to requests Snohomish County reasonably deems to be legally enforceable. Action may include, but is not limited to, issuing warnings, suspension, or termination of a Service; removal of materials on a Snohomish County-hosted web site; or disclosure of information agencies, such as user contact details, IP addressing and traffic information, usage history, posted content, to law enforcement .

5. **Resale of Snohomish County Services:** Snohomish shall not resell or provide free of charge any Service to any third party without first entering into a Contract for Service with Snohomish County that permits these activities.

6. **Service Levels and Designated Points of Contact and Escalation Points:** SCIT’s designated point of contact for Snohomish to request Support Services, contact Service personnel, request problem status updates, and receive problem resolutions is via the SCIT Service Desk at (425) 388-3378, Monday – Friday, 8:00 a.m. – 5:00 p.m., excluding holidays. Schedule is subject to change by written notice from SCIT.

SCIT Contacts and Escalation Points:

Service Desk	425-388-3378
Systems and Network Engineering Supervisor	425-388-7171
GIS Supervisor	425-262-2150
Customer & Workstation Supervisor	425-388-3899
Systems Manager	425-388-3998
Deputy Director	425-388-3022
Director	425-388-3739

Snohomish’s designated point of contact for SCIT to send invoices, problem-solve and otherwise conduct business shall be:

Snohomish Primary Contacts:	Glen Pickus, Director of Planning & Development Services (360) 282-3173, (425) 328-0078 pickus@snohomishwa.gov
Snohomish Secondary Contacts:	Steve Schuller, City Administrator (360) 282-3194 schuller@snohomishwa.gov
Snohomish Billing Contacts	Julie Stoop, Accounting Technician (360) 282-3166 accountspayable@snohomishwa.gov

Service Level Response Table

Response Level	Condition	Response Time	Escalation Path
Emergency Response	Network outage, multi-user outage/ critical event, or when Snohomish is unable to conduct business.	2 hours	SCIT's assigned primary response contact will make contact within two (2) hours of receiving notification from either the Service Desk or Management. If contact is not made within 2 hours the call receiver will contact the secondary support contact. If still unable to contact, the appropriate supervisor will be contacted. The assigned response contact will schedule network operations access as necessary.
Priority Problem Response	Network is impaired, Snohomish is still able to conduct business, but no practical workaround exists.	3 Hours	SCIT's primary response contact will make contact with Snohomish's designated primary contact. If contact is not made within three (3) hours, the call receiver will contact the designated secondary contact. If still unable to contact, the appropriate supervisor will be contacted. The assigned response contact will schedule network operations access as necessary.
Routine Response	User is inconvenienced, or non-mission-critical application is impaired. Practical workaround exists.	3 Days	SCIT's primary response 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 three (3) business days. This category of call includes but is not limited to: training issues, minor operational issues, and minor system inconveniences.

7. **Payment for Services:** The County will invoice Snohomish for the Services per Section 6, Compensation, of the Interlocal Agreement (ILA). Snohomish will be billed in full for Services rendered up to and including the date the County receives Snohomish's cancellation or change request.
8. **Declined Equipment:** No equipment is provided by this WO. All equipment maintenance is the responsibility of Snohomish.
9. **Pricing and Service Fees:** The pricing and fee schedule for services provided by SCIT are outlined in Appendix A of this WO.
10. **Modifications / Changes:** Services may be modified at any time upon mutual written agreement of the parties. Modifications that remain within the ILA Contract Maximum will be made through the issuance of a new WO, which will take precedence over the original WO.
11. **Assignment:** Neither party shall assign any of the rights, duties, or obligations covered by this WO without the prior express written request and consent of each party.
12. **Notices:** Notices and other communications between Snohomish County and Snohomish where delivery is not otherwise specified in the ILA may be delivered by electronic mail. Communications related to the ILA may be directed to Snohomish County Department of Information Technology at: DIS.Admin@snoco.org. Snohomish shall provide Snohomish County with a valid email address to be used by the County for communications for the ILA and shall update that address as needed. The County shall fulfill its obligations under the ILA providing Snohomish with notice at the email address most recently provided to the County by Snohomish for use in providing notices pursuant to the ILA.

13. Responsibilities:

a. SCIT Responsibilities:

- i. Upon completion of the 2020, 2022 and 2024 EagleView regional aerial imagery acquisition projects and receipt of imagery by County, County will provide Snohomish with orthogonal imagery for Snohomish’s identified area of interest, which includes aerial imagery within the Snohomish city limits and additional surrounding area. County will deliver Orthogonal imagery tiles via a hard drive or FTP. County will also provide to Snohomish up to ten (10) EagleView CONNEXTE Explorer accounts based on staff names and emails provided by the City. In order to obtain the CONNEXTE Explorer accounts and the orthogonal imagery, Snohomish shall execute an Authorized Subdivision Agreement with EagleView in substantially the same form as Appendix B to Exhibit A, and submit the Subdivision Agreement to the County for processing. County will assign and activate the CONNEXTE Explorer accounts for Snohomish and provide orthogonal imagery upon receipt of a fully executed Authorized Subdivision Agreement between Snohomish and EagleView.

b. Snohomish Responsibilities:

- i. Provide to County a fully executed Subdivision Agreement between Snohomish and EagleView.

14. Scheduled Maintenance: Each Saturday between 12:00 am and 12:00 pm and Wednesday between 5:30 pm and 12:00 am PST are Snohomish County’s regularly scheduled maintenance windows. Regular maintenance is essential to overall network health. If maintenance that will disrupt contracted services is scheduled by Snohomish County, the County will notify Snohomish two (2) business days prior to the scheduled action.

15. Work Order Management: Unless otherwise indicated, all correspondence regarding this WO should be directed to:

Snohomish Primary Contact: Glen Pickus
City of Snohomish
P. O. Box 1589
Snohomish, WA 98291
(360) 282-3173, (425) 328-0078

SCIT Primary Contact: JD Braathen, Systems and Network Engineering
Supervisor
Snohomish County Dept. of Information Technology
3000 Rockefeller Avenue, M/S 709
Everett, WA 98201
(425) 388-7171

SCIT Primary Contact: GIS Support Services Ed Whitford, GIS & Data Supervisor
Snohomish County
Department of Information Technology

3000 Rockefeller Avenue, M/S 709
Everett, WA 98201
(425) 262-2150

Signature Page Follows

By their signatures, County and Snohomish hereby acknowledge and accept the terms and conditions of this WO.

Approved

City of Snohomish

John T. Kartak

Signature

John T. Kartak

Print or Type Name

Mayor

Title

July 13, 2021

Date

Approved

Snohomish County

Snohomish County Executive

Print or Type Name

Title

Date

**Appendix A to Exhibit A
Work Order Services and Summary of Costs**

SCIT will provide the following Services at the prepaid support rate identified below.

Annual invoice for all Services shall be issued in November.

Note: Access during normal business hours will be covered under the Network Equipment Hosting service.

SCIT SERVICES AND RATES				
Service	2022 Annual Rate	Metric	2022 Annual Fee	2022 Monthly Rate
Imagery Data 3" AccuPlus (annual)	\$150/sq mile	11 sq miles	\$1,650.00	\$0
Imagery Data 9" AccuPlus (annual)	\$30/sq mile	0 sq miles	\$0	\$0
5% Imagery Administrative Fee	5% of total	\$1,650 x 0.05	\$82.50	\$0
GEOGRAPHIC INFORMATION SERVICES TOTAL			\$1,732.50	\$0

PER USE BILLABLE SUPPORT SERVICES

Service	2022 Annual Rate
GIS Analyst Direct Support	\$87.00/hour
Senior GIS Analyst Direct Support	\$95.00/hour

Support Services:

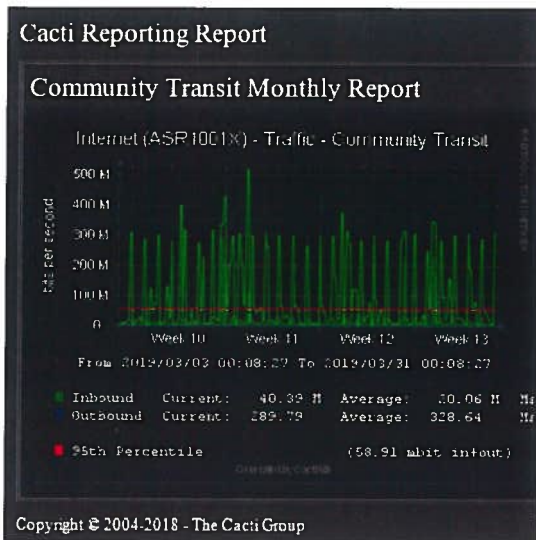
Each after-hours request to access the Data Center has an hourly fee of \$100, with a three-hour minimum charge. The hourly fee will be assessed for each major portion of an hour that access is needed, until the earlier of either 1) the incident resolution, or 2) resuming of County normal business hours. Once the after-hours access has exceeded twelve hours in duration, an additional \$200 flat fee will be assessed. After-hours access that exceeds 12 hours in duration will continue to incur a \$100 per hour fee.

Additional hardware and software requested by Snohomish may be acquired by the County under this Agreement, and the actual costs will be passed along to Snohomish on their monthly invoice following County payment for goods and/or services

Internet usage to be reviewed by SCIT and Snohomish will be billed on the 95th percentile.

Bandwidth data is measured from the customer's activated network interface port on SCIT internet colocation, gateway switch, and recorded in a log file every 1 minute. At the end of each month, the samples are sorted from highest to lowest, and the top 5% of bandwidth utilization data is discarded. The next highest measurement (95th percent) becomes the billable utilization for the month.

These graphs will be made available upon customer request. See example chart below:



Per the SCIT enterprise service model adopted by Snohomish County for all 2021 central IT services, the definition of the services are detailed in the IT Service catalog, located at the following website:

<https://www.snohomishcountywa.gov/DocumentCenter/View/50008/2020-Service-Catalog?bidId=>

Appendix B to Exhibit A
Authorized Subdivision User Agreement



Authorized Subdivision User Agreement

Authorized Subdivision Information: City of Snohomish
Name: Glen Pickus
Address: P.O. Box 1589, Snohomish, WA 98291
Email: pickus@snohomishwa.gov
Phone: 360-292-3173

Pictometry Licensed Projects:

This Pictometry Authorized Subdivision Agreement (this "Agreement") is entered into by and between Pictometry International Corp., a Delaware corporation, with offices at 25 Methodist hill Drive, Rochester, New York 14623 ("Pictometry") and the Authorized Subdivision identified above ("Authorized Subdivision")

Whereas, Pictometry and Snohomish County, WA (the "County") entered into an agreement dated (the "County Agreement") providing the County licensed access to and use of certain Pictometry products identified above ("Pictometry Licensed Products") and the County has requested that Pictometry authorize Authorized Subdivision to have access to and use of the Pictometry Licensed Products, pursuant to the County Agreement.

Now therefore, Pictometry and Authorized Subdivision hereby agree as follows:

- 1. This Agreement shall continue in effect until the earlier to occur of (a) expiration or termination of the County Agreement, (b) the County withdraws its authorization allowing Authorized Subdivision access to and use of the Pictometry Licensed Products (c) breach by the County of the County Agreement, or (d) breach of this Agreement by Authorized Subdivision;
2. Authorized Subdivision agrees to be bound by the terms and conditions set forth in the County Agreement, which is made part of this Agreement;
3. Authorized Subdivision is hereby authorized to access and use the Pictometry Licensed Products in accordance with the terms of this Agreement;
4. Pictometry shall have no obligations to provide the Pictometry Licensed Products to Authorized Subdivision;
5. Authorized Subdivision may not assign or otherwise transfer its rights or delegate its duties under this Agreement; and
6. All notices under this Agreement shall be in writing and shall be sent to the respective addresses set forth above. Notices shall be given by any of the following methods: personal delivery; reputable express courier providing written receipt; or postage-paid

certified or registered United States Mail, return receipt requested. Notice shall be deemed given when actually received or when delivered is refused.

This Agreement shall become effective upon execution by duly authorized officers of Authorized Subdivision and Pictometry and receipt by Pictometry of such fully executed document, such date of receipt by Pictometry being the "Effective Date."


Authorized Subdivision

Signature: _____

Name: _____

Title: _____

Date: _____


Glen Pickus
Director of Planning & Dev. Services
July 13, 2021

Pictometry International Corp.

Signature: _____

Name: _____

Title: _____

Date: _____