

# Microsoft Enterprise Services Work Order

(For Microsoft Internal Purposes Only)

**T002216-342177-418540**

This Work Order consists of the terms and conditions below, and the provisions of the reference Microsoft Master Services Agreement U3284223, effective as of 5/25/2000 (the "Agreement"), the provisions of the Support Services Description applicable to the Support Services identified in this Work Order, and any attachments or exhibits referenced in this Work Order, all of which are incorporated herein by this reference. In this Work Order "Customer," "you," or "your" means the undersigned customer or its affiliate and "Microsoft", "we," "us," or "our" means the undersigned Microsoft affiliate.

By signing below the parties acknowledge and agree to be bound to the terms of this Work Order, the Agreement and all other provisions incorporated in them. Regardless of any terms and conditions contained in a purchase order, if any, the terms of this Work Order apply.

Customer	Microsoft Affiliate
Name of Customer (please print) <b>County Of Snohomish</b>	Name <b>Microsoft Corporation</b>
Signature 	Signature
Name of person signing (please print) <b>Stephanie Wright</b>	Name of person signing (please print)
Title of person signing (please print) <b>Snohomish County Council Chair</b>	Title of person signing (please print)
Signature date <b>5/19/2021</b>	Signature date (effective date)
Name of Customer or its Affiliate that executed the Agreement (if different from Customer above)	

<b>COUNCIL USE ONLY</b>	
Approved	<u>5/19/2021</u>
ECAF #	<u>2021-0210</u>
MOT/ORD	<u>Motion 21-181</u>

Customer invoice information		
Name of Customer County Of Snohomish		Contact Name (Receives invoices under this Work Order) Joanie Fadden
Street Address 3000 Rockefeller Ave Ms508		Contact E-Mail Address J.Fadden@co.snohomish.wa.us
City Everett	State/Province Washington	Phone 425-388-7046
Country United States	Postal Code 98201-4046	Fax

## 1. Support Services and Fees

### 1.1. Term.

Microsoft Enterprise Support Services shall be effective and will commence on **6/1/2021** or the last above Signature Date, whichever is later (the "Support Commencement Date") and shall expire twelve (12) months following the Support Commencement Date (the "Support Expiration Date"). This Work Order may be amended, and the Period of Performance extended prior to the Support Expiration Date. In order for Microsoft to continue performing Services after the Support Expiration Date of this Work Order, Customer and Microsoft shall agree in writing to a new Work Order identifying the new terms upon which Customer and Microsoft agree.

### 1.2. Description of the Services.

Please refer to the current Support Services Description ("SSD") which will be incorporated by reference and is published by Microsoft from time to time at <http://www.microsoft.com/en-us/microsoftservices/PubSec-support-services-description>. The support services you purchase under this agreement may be updated from time to time and that update will supersede any services previously listed.

### Services by Support Location

Snohomish County - Performance Support - 2021-22		6/1/2021 - 5/31/2022
Quantity	Service	Service Type
Included	On-demand Assessment	On-Demand Assessment
1 ea	On-Demand Assessment - Setup and Config Service	On-Demand Assessment Remote
Included	On-demand Education	On-Demand Education
Included	Online Support Portal	Administrative
Included	Performance Advisory Support Hours As-needed	Advisory Services
3 ea	Performance Built-in Proactive Services <ul style="list-style-type: none"> <li>Performance Built-in Proactive Services - Generic</li> </ul>	Administrative
Included	Performance Problem Resolution Hours As-needed	Problem Resolution Support
Included	Performance Service Delivery Management	Service Delivery Management
Included	Reactive Enabled Contacts	Problem Resolution Support
Included	Support Technology Advisor	Designated Support Engineering
Included	Webcasts As-Needed	Webcast

Snohomish County - Performance Support Add-on-2021-22		6/1/2021 - 5/31/2022
Quantity	Service	Service Type
150 ea	Proactive Credits	Proactive Credits
Included	Service Delivery Management Extended	Service Delivery Management

### 1.3. Support Services Fees.

The items listed in the table above represent the services that Customer has pre-purchased for use during the term of this Work Order, and applicable fees are shown in the table below. Microsoft Support Services are a non-refundable prepaid service. Microsoft must receive Customer purchase order or payment before Microsoft commences or continues, as applicable, provision of Microsoft Support Services. If Customer issues a purchase order, Microsoft will invoice Customer, and Customer agrees to pay Microsoft within **30** calendar days of the date of Microsoft invoice. Microsoft reserves the right to adjust Microsoft fees prior to entering into any changes to the Microsoft Support Services ordered herein.

Services Summary	Billing Date	Fee USD
Snohomish County - Performance Support - 2021-22	6/1/2021	\$228,879.33
Snohomish County - Performance Support Add-on-2021-22	6/1/2021	\$19,500.00
Subtotal		\$248,379.33
Software Assurance Benefits *		(\$34,575.00)
<b>Total Fees (excluding taxes)</b>		<b>\$213,804.33</b>

### Software Assurance Benefits

\* Customer will transfer 25.00 Software Assurance PRS incidents to this support agreement as part of this support package.

Billing Schedule	Billing Date	Fee USD
Snohomish County - Performance Support -2021-22	6/1/2021	\$213,804.33
<b>Total Fees (excluding taxes)</b>		<b>\$213,804.33</b>

### Support for Microsoft Products

Microsoft will provide support for Customer's licensed, commercially released and generally available Microsoft products, and cloud services subscriptions by Customer in Appendix A.

#### 1.4. Customer Named Contacts.

Any changes to the named contacts should be submitted to Microsoft Contact.

Name of Customer Support Service Administrator JD Braathen		
Street Address 3000 Rockefeller Ave MS 709		Contact E-Mail Address Jon.Braathen@co.snohomish.wa.us
City Everett	State/Province Washington	Phone 425-388-7171
Country United States	Postal Code 98201-4046	Fax

## Microsoft Contact

Customer contact for questions and notices about this Work Order.

Microsoft Contact Name Avian Kehoe	
Phone 832.788.6709	Contact E-Mail Address <a href="mailto:avkehoe@microsoft.com">avkehoe@microsoft.com</a>

## **Appendix A**

Below is a list of your declared licensed products and cloud services for which Microsoft will provide support services as defined within this document.

Customer Name	Licensing Program	Licensing Enrollment/ Agreement Number
SNOHOMISH COUNTY 911	OPEN	03597420ZZL2203
SNOHOMISH COUNTY 911	Enterprise 6	56682945
SNOHOMISH COUNTY 911	OPEN	02587532ZZL2106
SNOHOMISH COUNTY 911	OPEN	03166725ZZL2112
SNOHOMISH COUNTY 911	OPEN	03598300ZZL2203
SNOHOMISH COUNTY	Enterprise 6	92130515
SNOHOMISH COUNTY PUBLIC DEFENDER ASSOCIATION	OPEN	01208334ZZC2006
SNOHOMISH COUNTY 911	OPEN	02637839ZZL2107
SNOHOMISH COUNTY	Select Plus	6013310
SNOHOMISH COUNTY	Enterprise 6	89490084
SENIOR SERVICES OF SNOHOMISH COUNTY	OPEN	95491822ZZC1707
SENIOR SERVICES OF SNOHOMISH COUNTY	OPEN	97844453ZZC1812
SENIOR SERVICES OF SNOHOMISH COUNTY	OPEN	03753436ZZC2206
HOUSING AUTHORITY OF SNOHOMISH COUN	OPEN	99365275ZZL1912
HOUSING AUTHORITY OF SNOHOMISH COUN	OPEN	98419537ZZL1904
SNOHOMISH COUNTY-92130515-AZURE COMMERCIAL	Enterprise 6	6898377
HOUSING AUTHORITY OF SNOHOMISH COUN	OPEN	99463069ZZL1912
SNOHOMISH COUNTY-89490084-AZURE COMMERCIAL	Enterprise 6	7614100