

## **Exhibit A - Supplemental Work Order (SWO 19-02)**

### **Network, Internet & GIS Support Services**

This Supplemental Work Order (SWO) is executed between Snohomish County, through its Department of Information Technology (the “County” or “SCDOIT”) and the City of Stanwood (“Stanwood”) pursuant to the terms and conditions of that certain Interlocal Agreement (“ILA”) between Stanwood and Snohomish County to Provide Information Services dated as of December 19, 2018. 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 SWO sets forth the obligations of the parties with respect to SCDOIT’s provision of information services to Stanwood. This SWO also serves as the Service Level Agreement, (See Section 7 Service Levels and Designated Points of Contact and Escalation Points of this SWO) between Stanwood and SCDOIT.

- 1. Purpose:** The purpose of this SWO is for SCDOIT to provide to Stanwood information services as specified in Appendix A.
- 2. Scope of Work:** The specific services covered by this SWO includes the “Primary” items listed in Appendix A – Services Listing and any item directly “associated” with the Primary items after acceptance by SCDOIT.
- 3. Line of Business Application Support.** County does not provide applications 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.

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

- 4. Term and Termination:** The term of this SWO 19-02 is effective upon May 1, 2021 for the remainder of the Agreement term unless terminated upon written notification to the other party. Either party may terminate this SWO upon ninety (90) day’s written notification to the other party. In the event the ILA is terminated, this SWO shall also terminate on the ILA termination date.

**5. Prohibited Use of Services:**

- a. Stanwood 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 SWO, Stanwood 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 .

**6. Resale of Snohomish County Services:** Stanwood 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.

**7. Service Levels and Designated Points of Contact and Escalation Points:** SCDOIT’s designated point of contact for Stanwood to request Support Services, contact Service personnel, request problem status updates, and receive problem resolutions is via the SCDOIT 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 SCDOIT.

SCDOIT 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

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

Stanwood Primary Contacts:	Krista Hintz, Assistant to the Administrator / Communications Manager 360-454-5212 Krista.Hintz@stanwoodwa.org
Stanwood Secondary Contacts:	Jennifer Ferguson, City Administrator 360-629-2181 <u>Jennifer.Ferguson@stanwoodwa.org</u>

**Service Level Response Table**

<b>Response Level</b>	<b>Condition</b>	<b>Response Time</b>	<b>Escalation Path</b>
<b>Emergency Response</b>	Network outage, multi-user outage/ critical event, or when Stanwood is unable to conduct business.	2 hours	SCDOIT’s assigned primary response contact will make contact within two (2) hours of receiving notification from either the Help 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.
<b>Priority Problem Response</b>	Network is impaired, Stanwood is still able to conduct business, but no practical workaround exists.	3 Hours	SCDOIT’s primary response contact will make contact with Stanwood’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.
<b>Routine Response</b>	User is inconvenienced, or non-mission-critical application is impaired. Practical workaround exists.	3 Days	SCDOIT’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.

- 8. Payment for Services:** The County will invoice Stanwood for the Services per Section 4, Compensation, of the Interlocal Agreement (ILA). Stanwood will be billed in full for Services rendered up to and including the date the County receives Stanwood’s cancellation or change request.
  
- 9. Declined Equipment:** No equipment is provided by this SWO. All equipment maintenance is the responsibility of the City of Stanwood.
  
- 10. Pricing and Service Fees:** The pricing and fee schedule for services provided by SCDOIT are outlined in Appendix A of this SWO.
  
- 11. 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, the **County**, in conjunction with **Stanwood**, 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 Stanwood based on these inventories unless additional equipment or services are added or deleted, in which case cost adjustments may occur.
  
- 12. Modifications / Changes:** Services may be modified at any time upon mutual written agreement of the parties. Modifications which remain within the ILA Contract Maximum will be made through the issuance of a new SWO, which will take precedence over the original SWO.
  
- 13. Assignment:** Neither party shall assign any of the rights, duties, or obligations covered by this SWO without the prior express written request and consent of each party.

**14. Notices:** Notices and other communications between Snohomish County and Stanwood that are required by or 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. Stanwood 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 Stanwood with notice at the email address most recently provided to the County by Stanwood for use in providing notices pursuant to the ILA.

**15. Responsibilities:**

**a. SCDOIT Responsibilities:**

- i. Provide Stanwood's fiber vendor a termination point for a single pair of single mode fiber.
- ii. Provide Stanwood one (1) units of rack space and UPS power in SCDOIT's Data Center for an ethernet switch.
- iii. Provide path for fiber or single mode fiber between termination point and Stanwood's equipment.
- iv. Configure, maintain, provide warranty and repair all County-owned equipment and transports
- v. SCDOIT takes no ownership regarding the repair of Stanwood-owned equipment.
- vi. IT Service Desk (425-388-3378) will serve as initial point of contact for suspected problems or to request Data Center access.
  1. In the event SCDOIT determines a request for assistance is outside the scope of this SWO, SCDOIT will work with the Stanwood to develop and recommend approaches to meet Stanwood requirements.
- vii. SCDOIT will provide escorted access to the Network Operations Center (NOC) between the hours of 8:00 am and 5:00 pm PST, Monday through Friday, excluding holidays. Access to Network Operations Center after hours or on Sundays will result in a minimum three (3) hour charge at one hundred dollars (\$100.00) per hour. An additional \$200.00 per-incident will be charged as a flat fee for each after-hours incident management/access and response in excess of 12 hours. Contact 425-388-3378 for access to the facility.
- viii. Upon completion of the 2020, 2022 and 2024 EagleView regional aerial imagery acquisition projects and receipt of imagery by County, County will provide Stanwood with orthogonal imagery for Stanwood's identified area of interest, which includes aerial imagery within the Stanwood city limits and additional surrounding area. County will deliver Orthogonal imagery tiles via a hard drive or FTP. County will also provide to Stanwood up to ten (10) EagleView CONNECTExplorer accounts based on staff names and emails provided by the City. In order to obtain the CONNECTExplorer accounts and the orthogonal imagery, Stanwood 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 CONNECTExplorer accounts for Stanwood and provide orthogonal imagery upon receipt of a fully executed Authorized Subdivision Agreement between the City and EagleView.

- ix. Provide on-call GIS services to Stanwood, which may include the following:
  1. Conversion of map information provided by Stanwood in digital formats into GIS data in the version of Environmental Systems Research Institute (Esri) map software currently used by the County.
  2. As applicable under the scope of this Agreement, maintain and update map data provided by Stanwood to the County.
  3. Maintain and update GIS data covering the incorporated and unincorporated portions of the Stanwood Urban Growth Area, and other areas of interest within the county as designated by Stanwood.
  4. Produce custom maps as requested by Stanwood covering all or portions of the City of Stanwood, the Stanwood Urban Growth Area, and other areas of interest within the county as designated by the Stanwood. The maps shall be prepared in a format approved by Stanwood showing the Stanwood logo and conforming to Stanwood standards to the extent that those standards can be achieved using the Esri map software. The maps shall indicate that they are prepared by Snohomish County under contract with the City of Stanwood. The maps shall include a disclaimer similar to the disclaimer used on maps produced for Snohomish County, and the disclaimer should be made on behalf of Stanwood and the County. Maps will depict data as requested by Stanwood, including data provided by Stanwood to the County and data that exists and is authorized for public release from the County GIS system. County GIS data that has not been authorized by the County for public release will not be shown on maps provided to Stanwood, unless Stanwood provided the data to the County.
  5. The County may provide consultation services relating to the initiation of Stanwood's in-house GIS program.

**b. Document and Information Management and Accuracy**

- i. The County is not responsible for the accuracy of any maps or data provided by Stanwood. The County will use its best efforts to produce accurate maps and data. Stanwood is responsible for reviewing, approving, and distributing any maps provided to Stanwood under this Agreement. Stanwood shall enjoy full rights of use and ownership of work products provided pursuant to this agreement.

**c. Stanwood Responsibilities:**

- ii. Provide fiber connectivity between Stanwood and Snohomish County data facilities.
- iii. Provide Ethernet Switching equipment for one (1) units of rack space within County Data Center.
- iv. Provide maintenance of Ethernet Switching equipment.
- v. Configure, maintain, provide warranty and repair of all Stanwood owned equipment and transports.
- vi. Provide to County a fully executed Subdivision Agreement between City of Stanwood and EagleView.
- vii. Stanwood will furnish information, documents or other reasonably available material requested by the County during the performance of this Agreement.

**16. 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 Stanwood two (2) business days prior to the scheduled action.

**17. SWO Management:** Unless otherwise indicated, all correspondence regarding this SWO should be directed to:

Stanwood Primary Contact: Krista Hintz, Assistant to the Administrator /  
Communications Manager  
City of Stanwood  
10220 270 Street NW  
Stanwood, WA 98292  
360-629-2181

SCDOIT 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

SCDOIT Primary Contact: Ed Whitford, GIS & Data Supervisor  
GIS Support Services  
Snohomish County  
Department of Information Technology  
3000 Rockefeller Avenue, M/S 709  
Everett, WA 98201  
(425) 262-2150

By their signatures, County and City of Stanwood hereby acknowledge and accept the terms and conditions of this SWO.

**Approved**

**Approved**

**City of Stanwood**

**Snohomish County**

*Patricia Love*

*Snohomish County Executive*

Signature

Patricia Love

Print or Type Name

Print or Type Name

Community Development Director August 18, 2021

Title

Date

Title

Date

## Appendix A to Exhibit A

### SWO City of Stanwood Services List and Summary of Annual Costs

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

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

**Network Services:**

Service	2021 Rates (Annual)	Stanwood Metric	2021 Cost (Annual)	2021 Monthly Rate
Workstation Service	\$1,460 / standard	15 standard	\$21,900.00	\$1,825.00
	\$1,785 / premium	19 premium	\$33,915.00	\$2,826.25
	\$2,150 / engineering	1 engineering	\$2,150.00	\$179.17
Desktop Telephone	\$140 / phone number	35 phone numbers	\$4,900.00	\$408.33
Email Only Account	\$95/ email account	19 email accounts	\$1,805.00	\$150.42
Enterprise Technology	\$1,375 / FTE	35 FTE	\$48,125.00	\$4010.42
IT Mandated Services	\$405.16 / FTE (72% discount)	35 FTE	\$14,180.60	\$1,181.72
<b>TOTAL</b>			<b>\$126,975.60</b>	<b>\$10,581.31</b>

**Optional Additional GIS Support Services (authorized by project):**

Optional additional GIS support will be added to the monthly invoice as incurred

Services	Function	2021/2022 Hourly Rate
GIS Analyst	Direct GIS Support	\$87.00
Senior GIS Analyst	Direct GIS Support	\$95.00

**Imagery Sharing – EagleView Regional Aerial Imagery**

Annual invoice for imagery sharing will be issued each year in May.

Services	Function and Identification	Qty (sq. miles)	Rate	Product	Per acquisition charge	Annual Charge
Imagery	Imagery Data	13	\$300/ sq.mile	3” AccuPlus	\$3,900	\$1,950
Imagery	Imagery Data	10	\$60/ sq. mile	9” AccuPlus	\$600	\$300
Administrative Fee 5%					\$225	\$112.50
<b>TOTAL</b>					<b>\$4,725</b>	<b>\$2,362.50</b>

2021 Imagery Program Rates	
EagleView (Pictometry) Product	Square Mile Cost
3 Inch AccuPlus	\$300
9 Inch AccuPlus	\$60

Per the **SCDOIT** enterprise service model adopted by Snohomish County for all 2021 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 - 8:00 a.m. to 5:00 p.m. PST business days, excluding County holidays
- Network printer/print queue support
- 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

- Server infrastructure
- Enterprise network infrastructure
- Cloud services
- ITIL change management process
- System backup and recovery



#### Platform Services

- Office 365 management
- Cloud services integration
- Cloud services incident response processes

#### Telephony Infrastructure and Call Tier 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)
- 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

- IT asset and inventory management
- Office 365 license administration
- County-provided technology contract administration
- Technology purchasing support

#### Technology Planning and Reporting

- Technology planning support
- IT budget reporting

Appendix B to Exhibit A  
Authorized Subdivision User Agreement



**Authorized Subdivision User Agreement**

Authorized Subdivision Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

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: \_\_\_\_\_

**Pictometry International Corp.**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_