

Exhibit A - Work Order (WO 21-01)

Fiber Connectivity and Internet Services

This Work Order (WO) is executed between Snohomish County, through its Department of Information Technology (the "County" or "SCIT") and Snohomish County 911 pursuant to the terms and conditions of that certain Interlocal Agreement ("ILA") between Snohomish County 911 and Snohomish County to Provide Information Services as of September 14, 2021. 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 County 911. 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 County 911 and SCIT.

- 1. Purpose:** The purpose of this WO is for SCIT to provide to Snohomish County 911 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 County 911 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 County 911 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 County 911 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 County 911 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 County 911's designated point of contact for SCIT to send invoices, problem-solve and otherwise conduct business shall be:

Snohomish County 911 Primary Contact:	Marlin Herolaga, Director of Information Technology 425-407-3925 mherolaga@sno911.org
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Snohomish County 911 Secondary Contact:	Bleu Jaegel, Security & Systems Engineer II 425-407-3962 bjjaegel@sno911.org
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Snohomish County 911 Billing Contact:	Josh Roundy, Finance Manager 425-407-3902 jroundy@sno911.org
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Service Level Response Table

Response Level	Condition	Response Time	Escalation Path
Emergency Response	Network outage, multi-user outage/ critical event, or when Snohomish County 911 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 County 911 is still able to conduct business, but no practical workaround exists.	3 Hours	SCIT's primary response contact will make contact with Snohomish County 911'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 County 911 for the Services per Section 6, Compensation, of the Interlocal Agreement (ILA). Snohomish County 911 will be billed in full for Services rendered up to and including the date the County receives Snohomish County 911's cancellation or change request.
8. **Declined Equipment:** No equipment is provided by this WO. All equipment maintenance is the responsibility of Snohomish County 911
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 County 911 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 County 911 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 County 911 with notice at the email address most recently provided to the County by Snohomish County 911 for use in providing notices pursuant to the ILA.

13. Responsibilities:

a. SCIT Responsibilities:

- i. Provide Snohomish County 911's fiber vendor a termination point for a single pair of single mode fiber.
- ii. Provide Snohomish County 911 one (1) unit of rack space and UPS power in SCIT's Data Center for an ethernet switch.
- iii. Provide path for fiber or single mode fiber between termination point and Snohomish County 911's equipment.
- iv. Configure, maintain, provide warranty and repair all County-owned equipment and transports
- v. SCIT takes no ownership regarding the repair of Snohomish County 911-owned equipment.
- vi. Provide IT Service Desk (425-388-3378) as initial point of contact for suspected problems or to request Data Center access.
 1. In the event SCIT determines a request for assistance is outside the scope of this WO, SCIT will work with the Snohomish County 911 to develop and recommend approaches to meet Snohomish County 911 requirements.
- vii. 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 will result in an additional per-incident fee as detailed in Appendix A to Exhibit A. Contact 425-388-3378 for access to the facility.
- viii. Provide internet service on a per-megabyte use basis.
- ix. Provide a /29 address range to support Snohomish County 911's public IP addressing needs.

b. Snohomish County 911 Responsibilities:

- i. Provide fiber connectivity between Snohomish County 911 and Snohomish County data facilities.
- ii. Provide Ethernet Switching equipment for 1 unit of rack space within County Data Center.
- iii. Provide maintenance of Ethernet Switching equipment.
- iv. Configure, maintain, provide warranty and repair of all Snohomish County 911 owned equipment and transports.

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 County 911 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 County 911
Primary Contact:

James Robinson, Technical and Infrastructure Manager
Snohomish County 911
1128 SE Everett Mall Way #200
Everett, WA 98208

(425) 407-3927

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

Signature Page Follows

By their signatures, County and Snohomish County 911 hereby acknowledge and accept the terms and conditions of this WO.

Approved

Snohomish County 911



Signature

Kurt D. Mills

Print or Type Name

Executive Director **8/26/2021**

Title *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	2021 Annual Rate	Metric	2021 Annual Fee	2021 Monthly Rate
Network Equipment Hosting 2-Rack Unit Space First 4 cross connects	\$600/Space (\$50/month)	1 Space	\$0	
Internet Access 1 Mbps via 95 th Percentile	\$10/Mb/Month for 60 + Mbps	60 Mbps	\$7,200.00	
Network Services Administrative Fee	5% of total	Total \$7,200 x 0.05	\$ 360.00	
NETWORK SERVICES TOTAL			\$7,560.00	

PER USE BILLABLE SUPPORT SERVICES

Service	2021 Annual Rate
Net Equipment Access After Hours Access to Equipment Includes 5% Administrative Fee	\$78.75/hour
GIS Analyst Direct Support	\$87.00/hour
Senior GIS Analyst Direct Support	\$95.00/hour

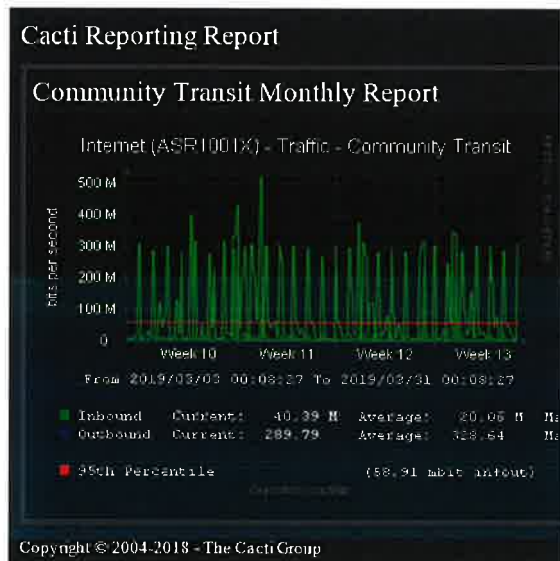
Support Services:

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 County 911 may be acquired by the County under this Agreement, and the actual costs will be passed along to Snohomish County 911 on their monthly invoice following County payment for goods and/or services

Internet usage to be reviewed by SCIT and Snohomish County 911 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 2022 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=>