



Finance & Personnel Committee
Meeting Agenda
Thursday, August 24, 2023 | 5:00 PM

This will be a Remote/Online meeting using Zoom,
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Agenda

1. Information Technology Contract Renewal

Zoom webinar Login information:

When: Aug 24, 2023 05:00 PM Pacific Time (US and Canada)

Topic: Finance Committee

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**CITY OF STANWOOD
FINANCE COMMITTEE
AGENDA STAFF REPORT**

ITEM NUMBER: 1
DATE: August 24, 2023
SUBJECT: Information Technology Service Contract Renewal -
Snohomish County IT Department
CONTACT PERSON: David A. Hammond, Finance Director
ATTACHMENTS: A—ILA-Network, Internet &GIS Support Services
B—Snohomish County IT Customer List
C—Snohomish County IT Service Catalog

ISSUE

The issue before the committee is whether to renew the Information Service and Equipment Maintenance contract with Snohomish County Information Technology Department.

RECOMMENDATION

Recommend to the city council to authorize the mayor to renew the IT Services & Equipment Maintenance Contract with Snohomish County IT.

SUMMARY STATEMENT

The city's Interlocal Agreement for IT Services expires December 23, 2023. Staff has considered alternatives, including providing IT in-house, or attempting to competitively seek an alternative (private sector) contractor, but do. The city has benefitted from its partnership with the county, receiving the same level of service and support as county departments on a cost-recovery basis.

DISCUSSION

The city has contracted with Snohomish County Information Technology Dept. for IT and telephone services and equipment maintenance since 2006. The county pricing model charges the city at the nearly same cost recovery rates as county departments, in fact it is partly discounted as the city does not use certain county enterprise applications. The Snohomish County IT Department currently provides services to an impressive list of external customers (See Attachment A). Note the county also provides service to our Police Detachment, which allows easy coordination of services and maintenance.

City staff compared service models with neighboring cities and noted the cost to provide IT service in-house would include recruitment and hiring of a minimum of two FTE's, in addition to purchasing equipment, licensing, training costs and development of policies and procedures. The two-person IT function would also require the support of professional service providers for network architecture and engineering and information security. In discussing this with peer cities, staff heard they have difficulty filling these positions. Contracting out for complete IT service to a large fully-staffed department allows city staff to focus on their primary functions. The county IT department has 35 employees devoted to customer and workstation support. One example of the value provided by the county department is a help desk staffed 12 hours each business day.

In addition to the depth of employee support the department also offers a breadth of experience, including development and design, and procurement/implementation of system upgrades. In 2023, Snohomish County IT won fifth place national award by Digital Counties based on survey by the National Association of Counties, with focus on the best technology practices among U.S. counties, including initiatives that streamline delivery of government services; provide data analytics to allow decisions based on performance and outcomes; enhance cybersecurity; and apply innovative and emerging technologies to county priorities.

It is very important to note that the annualized cost of service per user incorporates equipment replacement on a scheduled frequency; i.e., the city does not incur capital costs for replacement of county-provided network servers, user equipment or software. The breadth of services and systems provided under this agreement is impressive and is illustrated in the department's catalog of services (Attachment B).

Beginning in 2020, the city began collaborating with the county IT Geographic Information Systems (GIS) group to obtain maps on a per hour basis. Recently, the Community Development department has obtained GIS software licenses with plans to develop this capacity in-house. The process to develop will take years and is another example of the collaboration between the city and county. Also, in 2021, the county began an ortho-imagery project county-wide and provided the city opportunity to participate and obtain valuable orthoimagery of the city, the expected cost, when available in 2024 is approximately \$2,364 per year.

FINANCIAL IMPACT

The contract amount is based on the number of staff and the type of equipment. The table below presents actual cost over the prior five-year contract period., note that the city contracted for purchase and installation of improved radio connection between City Hall and the public works building, which explains the higher cost. The city also added four new employees FTE's between 2019 and 2021, which explains the higher cost in 2020-2021. The contract renewal for 2024-2028 has a not to exceed amount of \$883,718, which represents a conservatively estimated five percent escalation per year, typically the increase has been less than this estimate, although inflation has been higher the past 18 months.

2019	2020	2021	2022	2023*
\$ 111,495	\$155,566	\$142,345	\$144,335	\$149,808
*Estimated				

The agreement will provide authorization for annual rate increases based on specific user accounts and will commit to increases that are the same as for all county departments. The current 2024 budget has anticipated this contract and will not require amendment.

STAFF RECOMMENDATION

Staff does not recommend changing providers at this time.

COMMITTEE RECOMMENDATION

COUNTY DEPARTMENT: Department of Information Technology

CONTACT PERSON: Viggo Forde, Director

ADDRESS: 3000 Rockefeller Ave. Everett, WA 98201

TELEPHONE/EMAIL: (425) 388-3703, viggo.forde@snoco.org

PUBLIC AGENCY: City of Stanwood

AGENCY CONTACT PERSON: David Hammond, Finance Director

ADDRESS: 10220 270th St. NW, Stanwood, WA 98292

TELEPHONE/EMAIL: (360) 454-5201,
david.hammond@ci.stanwood.wa.us

PROJECT: Information Technology Services

AMOUNT: As specified in Work Orders
Not to exceed \$883,718.00 for the five (5)
year life of the Agreement

FUND SOURCE: City of Stanwood

CONTRACT DURATION: December 24, 2023 through December 23,
2028

**INTERLOCAL AGREEMENT BETWEEN CITY OF STANWOOD AND SNOHOMISH
COUNTY TO PROVIDE INFORMATION TECHNOLOGY SERVICES**

THIS AGREEMENT is entered into by and between SNOHOMISH COUNTY, a political subdivision of the State of Washington, through its Department of Information Technology (hereinafter “County” or “SCIT”) and City of Stanwood (hereinafter “Agency”) for the purpose of SCIT providing information technology services to Agency.

WHEREAS, this Agreement is made pursuant to the authority granted by Chapter 39.34 RCW, the Interlocal Cooperation Act; and

WHEREAS, Chapter 2.350 of the Snohomish County Code (SCC) provides for SCIT to provide for information services, information processing, software and purchased information services to public agencies and cash-on-delivery customers; and

WHEREAS, Agency is a “public agency” as that term is defined in SCC 2.350.020(13) and RCW 39.34.020; and

WHEREAS, Agency requires information technology services, which may include maintenance and support, assistance in the planning, management, control, operation, and use of information services, network, telecommunications, information processing, equipment, purchased services and proprietary software.

NOW, THEREFORE, and in consideration of the respective agreements set forth below and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the County and Agency agree as follows:

1. Scope of Information Technology Services:

- a. The County will provide information technology goods and information processing services as agreed upon in Work Order (WO). Each WO shall be executed by the County Executive, or his designee, and an authorized agent for Agency, and subject to the general terms and conditions of this Agreement. Each WO will include a description of the specific services to be provided, the term, and the costs of such service from quotation or from the published rate or fee schedule, and any other terms or conditions applicable to that service. The scope of information technology goods and information services to be provided are limited to the following:
 - A. Provide cross-connects to connect to other agencies or services located in the SCIT data center;
 - B. Assist in the planning, management, control, operation and use of integrated city, jurisdictional, government and County networks, telecommunications, information processing, systems and equipment required by Agency; provide Internet Service Provider (ISP) services;
 - C. Coordination of the planning, management, control, operation, and use of information services, backbone network, telecommunications, information processing, equipment, purchased services and proprietary software required by Agency;
 - D. Provide Orthoimagery through Snohomish County's agreement with EagleView (Pictometry International Corp.);
 - E. Provide hourly Geographic Information Systems as requested by Agency;
 - F. Administration of centralized support services for Agency, which may include the following:
 - a. Management, development, maintenance and operation of Agency's information systems and equipment, and connections to Snohomish County network and systems;
 - b. Management, development, maintenance and administration of telephony and telecommunication systems for Agency;

- c. Review of equipment, proprietary software, license agreements and service acquisitions from outside sources before purchase by Agency; and
- d. Other functions as may be mutually agreeable.

Each Supplemental Work Order under this Interlocal Agreement shall be submitted for approval and signature to the County Council for approval.

- 2. Contract Maximum: All Work Orders executed under this ILA shall not exceed an aggregate total of \$883,718.00.
- 3. TREATMENT OF ASSETS: COMPUTER APPLICATION PROGRAMS AND OTHER SOFTWARE SYSTEMS FURNISHED TO AGENCY BY THE COUNTY ARE FURNISHED ON AN “AS IS” BASIS WITH NO REPRESENTATIONS OR WARRANTIES REGARDING USE OR RESULTS INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS INDICATED IN A WO FOR SERVICE.

Agency Data: “Agency Data” means the data provided or input by or on behalf of Agency, and User or Affiliate of Agency or any authorized Third-Party User for use with the services. Agency shall own all rights, title and interest in and be completely responsible for the Agency Data, which shall never be deemed to be property of the County, even if delivered or incorporated therewith into any custom software or service provided by the County. The County shall have no responsibility whatsoever for the accuracy, quality, integrity, legality, reliability, appropriateness, and intellectual property ownership of Agency Data, and the County shall not review, monitor or check the Agency Data except as necessary to provide the service to Agency. The County shall not be responsible for, or liable, in any way, for the deletion, destruction, damage, breach or loss of any Agency Data through no fault of the County or its providers.

Property: Title to all property furnished by the County shall remain in the County. Title to all property purchased by Agency for which Agency is not reimbursed by the County shall remain the property of Agency. Title to all property purchased by Agency for which Agency is reimbursed by the County and is used as a component of services provided under this Agreement shall pass to and vest in the County upon completion, termination, or cancellation of the relevant WO or this Agreement.

Any property of the County furnished to Agency shall, unless otherwise provided in this Agreement, or approved by the County, be used only for the performance of this Agreement or a WO. Agency shall be responsible for any loss or damage to County property that County furnishes to Agency.

If County property is lost, destroyed, or damaged, Agency shall immediately notify the County and shall take all reasonable steps to protect the property from further damage.

Surrender of Property: Agency shall surrender to County all property belonging to County upon completion, termination, or cancellation of this Agreement. Conversely, County shall

surrender to Agency all property of Agency upon completion, termination, or cancellation of this Agreement.

4. Time of Performance: Pursuant to RCW 39.34.040 this Agreement shall become effective upon signature by both parties and either (a) listing of the Agreement by subject on either party's web site or (b) recording of the Agreement with the Snohomish County Auditor. The Agreement shall remain in force for a period up to five (5) years, unless terminated earlier by either party upon ninety (90) days prior written notice to the other party.
5. Compensation: At no additional cost to Agency, Agency may request an estimate or quotation of cost for proposed information technology goods or information processing services from County. Specific agreements addressing costs, term, schedules, and other factors will be described in an associated WO developed from initial estimates or quotations.

Agency will pay County for services provided hereunder and as set out in WOs.

Charges for information technology, goods and information processing services under this Agreement shall be based on the current published rate or fee schedule of the County in effect on the date of execution of this Agreement, unless the specific quotation described in the WO provides otherwise. Rate and Fee schedules are subject to change. The most current rate and fee schedule supersedes and replaces all previous published rate and fee schedules.

The County will submit an invoice or advice of charge to Agency monthly in arrears, or as defined in a WO, detailing charges for services rendered. Payment is due in full 30 days after receipt of the invoice by Agency and becomes delinquent sixty (60) days thereafter.

A late payment fee may be applied to any remaining balance sixty (60) days after receipt of invoice. Late payment charges, if any, will be imposed on the unpaid balance at a rate of one percent (1%) per month. If Agency fails to pay a WO invoice more than ninety (90) days past due, and fails to cure the same within 5 days written notice of the County, the County may terminate this Agreement or an applicable WO. Amounts disputed by Agency under Section 8 of this Agreement are not subject to late payment charges.

6. Obligations of Agency are as follows: As to all new Agency acquisitions of any information technology equipment, software or systems to be serviced under this Agreement, Agency shall undertake such acquisitions in accordance with guidelines, standards or procedures established by SCIT and shall secure written concurrence for any such procurement from the County Executive or his/her designee.

Agency shall make payment to County of all submitted invoices or advices of charge pursuant to Section 5 of this Agreement.

7. Mutual Covenants: Agency will promptly notify the County in writing of issues regarding invoices, or of services which Agency believes do not conform with the agreed upon terms of this Agreement and/or WO, within thirty (30) days of receipt of invoice or performance of services, whichever occurs later. Failure to give written notice within thirty (30) days after

receipt of invoice or performance of services constitutes waiver of any objection to services or invoices.

Except as set forth in Section 5 of this Agreement, the parties shall attempt to resolve any issues arising under this Agreement and/or any applicable WO through negotiation and consultations. If that fails, the parties will seek to resolve disputes through the aid of a mutually selected, independent third party.

This Agreement may only be modified by a written amendment executed with the same formalities as are required for execution of this Agreement.

Both parties understand the County retains discretion regarding the operation and allocation of the aggregate information processing capacity at its disposal, including the capacity covered by this Agreement. County agrees to allocate sufficient capacity to meet the existing processing requirements of Agency during the term of this Agreement.

8. County Review and Approval: Upon submittal of any request to execute a WO or to perform optional services under any executed WO, the County may, following review by the SCIT, agree to perform such work or reject it, or request such modification or additions as it deems appropriate.

At the outset of performance of each WO, or during performance of the WO to the extent the same is modified by the Parties, the County will either accept or reject Agency's systems and services as listed in the WO. The County will not invoice Agency until the County has accepted service and/or system delivery responsibility, and the WO has been approved per Section 1 of this Agreement. Agency is not required to pay for services or systems until the County accepts delivery responsibility for those services and/or systems.

9. Access to Books/Records: Each Party may, at reasonable times, and upon prior notification inspect the records of the other party relating to performance of this Agreement. County and Agency shall keep all records required by this Agreement in accordance with statutory archival requirements.
10. Indemnification and Hold Harmless: Subject to the liability limitation stated in Section 11 of this Agreement, Agency shall hold harmless, indemnify, and defend, at its own expense, SCIT, its elected and appointed officials, officers, employees and agents, from any loss or claim for damages of any nature whatsoever, arising out of Agency's collection, disclosure, maintenance, use or the breach of Agency Data, or its performance of this Agreement, including claims by Agency's employees or third parties, except for those losses or claims for damages solely caused by the negligence or willful misconduct of the County, its elected and appointed officials, officers, employees or agents.

Subject to the liability limitations stated in Section 11 of this Agreement, County shall hold harmless, indemnify, and defend, at its own expense Agency, its elected and appointed officials, officers, employees and agents, from any loss or claim for damages of any nature whatsoever, except loss for data breach, arising out of County's performance of this

Agreement, including claims by County employees or third parties, except for those losses or claims for damages solely caused by the negligence or willful misconduct of Agency, its elected and appointed officials, officers, employees or agents.

Subject to the liability limitations stated in Section 11 of this Agreement, in the event of liability for damages of any nature whatsoever arising out of the performance of this Agreement by Agency and County, including claims by Agency's and County's own officers, officials, employees, agents, volunteers, or third parties, caused by or resulting from the concurrent negligence of Agency and the County, their officers, officials, employees, agents and volunteers, each party's liability hereunder shall only be to the extent of that party's negligence.

11. Limitation of Liability: In no event will County or Agency be liable for any special, consequential, indirect, punitive or incidental damages, including but not limited to loss of data, loss of revenue, or loss of profits, arising out of or in connection with the performance of the County or Agency under this Agreement or any WO hereunder, even if the County or Agency has been advised of the possibility of such damages. **IN NO EVENT WILL THE COUNTY BE LIABLE FOR ANY STATUTORY OBLIGATIONS, CONSEQUENTIAL, INDIRECT, PUNITIVE OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO BREACH AND/OR LOSS OF DATA NOT CAUSED BY THE COUNTY, LOSS OF REVENUE, LOSS OF GOODWILL OR LOSS OF PROFITS, ARISING OUT OF OR IN CONNECTION WITH THE PERFORMANCE OF THE COUNTY UNDER THIS AGREEMENT OR ANY SUPPLEMENTAL WORK ORDER HEREUNDER, WHETHER BASED IN CONTRACT, TORT, INTENDED CONDUCT OR OTHERWISE, INCLUDING WITHOUT LIMITATION COSTS INCURRED AS A RESULT OF DECISIONS MADE IN RELIANCE ON THE SERVICES, LOSS OF THE SERVICES, OR ANY OTHER LOSS OF DATA, THE COSTS OF RECOVERING OR RECONSTRUCTION SUCH DATA OR CLAIMS BY THIRD PARTIES.**

12. Insurance:

12.1 Agency may self-insure against such risks in such amounts as are consistent with good practice or shall obtain a coverage agreement through a Risk Pool authorized by Chapter 39.24 RCW, which shall provide liability coverage for the liabilities contractually assumed by Agency in this Agreement. **OR**

12.2

a. Agency shall maintain continuously for the duration of this Agreement the following insurance minimum limits of liability and meet the requirements below:

- (i) **Commercial General Liability** written on an occurrence form at least as broad as ISO CG 00 01 with minimum limits of liability of \$1,000,000 each occurrence, \$2,000,000 General Aggregate, \$2,000,000 Products/Completed Operations Aggregate, \$1,000,000 Personal/Advertising Injury Liability, \$1,000,000 Damage to Premises, \$1,000,000 each accident/disease—policy limit/disease—each employee stop gap/Employer's Liability;

- (ii) **Cyber Liability** Insurance, with limits not less than **\$2,000,000** per occurrence or claim, **\$2,000,000** aggregate. Coverage shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines and penalties, as well as credit monitoring expenses.

b. Insurance Provisions and Requirements.

1. The insurance coverages required in this Agreement for all liability policies except Professional Liability, if applicable, must contain, or must be endorsed to contain, the following provisions:

- (i) The County, its officers, officials, employees and agents are to be covered as additional insureds as respects liability arising out of activities performed by or on behalf of Agency in connection with this Agreement. Such coverage shall be primary and non-contributory insurance as respects the County, its officers, officials, employees and agents.
- (ii) Agency's insurance coverage shall apply separately to each insured against whom a claim is made and/or lawsuit is brought, except with respect to the limits of the insurer's liability.

12.3.

- a. The deductible and/or self-insured retention of the policies shall not limit or apply to Agency's liability to the County and shall be the sole responsibility of Agency.
- b. Agency's maintenance of insurance or self-insurance as required by this Agreement shall not be construed to limit the liability of Agency to the coverage provided by such insurance, or otherwise limit the County's recourse to any remedy available at law or in equity.
- c. The insurance requirements contained herein shall not in any manner be deemed to limit or qualify the liabilities or obligations assumed by Agency under this Agreement.
- d. Agency shall insure that any Subcontractor and all others performing any work under this Agreement shall obtain insurance appropriate to the services being provided and in amounts sufficient to cover the risks posed by such work.

13. Compliance with Laws: The County and Agency shall comply with all applicable federal, state, and local laws, rules, and regulations in performing this Agreement. Agency will comply with SCIT procedures and policies related to technology management and use of applicable County systems, applications and services, including but not limited to ensuring all users complete annual cyber security training.

14. Non-assignment: The County and Agency shall not assign any of the rights, duties, or obligations covered by this Agreement without the prior express written request and consent

of the other party.

15. Conflicts between Attachments and Text: Should any conflicts exist between any attached exhibit or WO and the text of this Agreement, the text of this Agreement shall prevail.
16. Interlocal Cooperation Act (Chapter 39.34 RCW): The purpose of this Agreement is to allow the County to provide a variety of information technology services to Agency as needed over a five (5) year term. WOs will be executed by both parties as necessary and will describe the services to be provided and their associated costs. The parties agree that no separate legal or administrative entities are necessary to carry out this Agreement. The parties agree that it is not necessary to appoint an administrator or joint board to oversee the implementation of this Agreement. However, should a court of competent jurisdiction deem such an administrator or joint board necessary for purposes of the Interlocal Cooperation Act, Ch. 39.34 RCW, an administrator or joint board will be established by mutual agreement of the parties. Except as expressly provided to the contrary in this Agreement, any real or personal property used or acquired by either party in connection with the performance of this Agreement will remain the sole property of such party, and the other party shall have no interest therein.
17. Governing Law and Venue: This Agreement shall be governed by the laws of the State of Washington and any lawsuit regarding this Agreement must be brought in Snohomish County Superior Court, Washington.
18. Severability: Should any clause, phrase, sentence or paragraph of this Agreement be declared invalid or void, the remaining provisions of this Agreement shall remain in full force and effect.
19. Recording: The parties may file this Agreement with the Snohomish County Auditor pursuant to RCW 39.34.040 or list the Agreement by subject on either party's web site.
20. No Separate Legal Entity: To accomplish the purposes of this Agreement, the parties do not create a separate legal entity nor do the parties form a joint board.
21. Public Records: This Agreement and all public records associated with this Agreement shall be available from the County for inspection and copying by the public where required by the Public Records Act, Chapter 42.56 RCW (the "Act"). To the extent that public records then in the custody of Agency are needed for the County to respond to a request under the Act, as determined by the County, Agency agrees to make them promptly available to the County. If Agency considers any portion of any record provided to the County under this Agreement, whether in electronic or hard copy form, to be protected from disclosure under law, Agency shall clearly identify any specific information that it claims to be confidential or proprietary. If the County receives a request under the Act to inspect or copy the information so identified by Agency and the County determines that release of the information is required by the Act or otherwise appropriate, the County's sole obligations shall be to notify Agency (a) of the request and (b) of the date that such information will be released to the requester unless Agency obtains a court order to enjoin that disclosure pursuant to RCW 42.56.540. If Agency fails to timely obtain a court order enjoining disclosure, the County will release the requested

information on the date specified. To the extent that public records then in the custody of the County are needed for Agency to respond to a request under the Act, as determined by Agency, the County agrees to make them promptly available to Agency. If the County considers any portion of any record provided to Agency under this Agreement, whether in electronic or hard copy form, to be protected from disclosure under law, the County shall clearly identify any specific information that it claims to be confidential or proprietary. If Agency receives a request under the Act to inspect or copy the information so identified by the County and Agency determines that release of the information is required by the Act or otherwise appropriate, Agency's sole obligations shall be to notify the County (a) of the request and (b) of the date that such information will be released to the requester unless the County obtains a court order to enjoin that disclosure pursuant to RCW 42.56.540. If the County fails to timely obtain a court order enjoining disclosure, Agency will release the requested information on the date specified.

Neither the County nor Agency has, and by this section assumes, any obligation on behalf of the other party to claim any exemption from disclosure under the Act. Each party shall not be liable to the other for releasing records not clearly identified as confidential or proprietary. Neither party shall be liable to the other for any records that it releases in compliance with this section or in compliance with an order of a court of competent jurisdiction.

22. Non-discrimination. It is the policy of the County to reject discrimination which denies equal treatment to any individual because of his or her race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability as provided in Washington's Law against Discrimination, Chapter 49.60 RCW, and the Snohomish County Human Rights Ordinance, Chapter 2.460 SCC. These laws protect against specific forms of discrimination in employment, credit transactions, public accommodation, housing, county facilities and services, and county contracts.

Agency shall comply with the substantive requirements of Chapter 2.460 SCC, which are incorporated herein by this reference. Execution of this Agreement constitutes a certification by Agency of Agency's compliance with the requirements of Chapter 2.460 SCC. If Agency is found to have violated this provision, or to have furnished false or misleading information in an investigation or proceeding conducted pursuant to this Agreement or Chapter 2.460 SCC, this Agreement may be subject to a declaration of default and termination at the County's discretion. This provision shall not affect Agency's obligations under other federal, state, or local laws against discrimination.

23. Authorization: Each individual executing this Agreement represents that he/she has been duly authorized to do so on behalf of the party by the governing body as required under RCW 39.34.030(2).
24. Prior Agreements: Any and all prior agreements of the parties related to the same subject matter as this Agreement shall be replaced and superseded by this Agreement.

Exhibit A - Work Order (WO 23-01)

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 Stanwood (“Agency”) pursuant to the terms and conditions of that certain Interlocal Agreement (“ILA”) between Agency and Snohomish County to Provide Information Services effective upon signature by both parties. 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 Agency. This WO also serves as the Service Level Agreement, (See Section 10 Service Levels and Designated Points of Contact and Escalation Points Table of this WO) between Agency and SCIT.

- 1. Purpose:** The purpose of this WO is for the County to provide IT Support for Agency’s Information Technology workstations, desktop software, communications, network equipment, and servers. Specific services and services costs are consistent with SCIT’s published services and rates and are detailed in Appendix A, and by this reference incorporated herein.
- 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. Rates and Adjustments:** Rates under this WO shall be updated annually by the County, with counts and rate cost data negotiated as part of Snohomish County’s annual budget and service rate model. As required, County, in conjunction with Agency, will perform inventories of all equipment, standard desktop software licenses, and services covered under this WO and the inventories will be adjusted as necessary. The County will invoice Agency based on these inventories unless additional equipment or services are added or deleted, in which case cost adjustments may occur.
- 4. Payment for Services:** Payments for services specified in Appendix A will be due monthly and shall be paid by Agency in accordance with section 5 of the ILA.
- 5. 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. In the event that this WO is terminated hereunder, either County or Agency may be liable for the value of outstanding services or amortized value of computer or network equipment as defined in Appendix C, which is attached hereto and by this reference made a part hereof.

6. Prohibited Use of Services:

- a. Agency 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, Agency 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.

7. Line of Business Application Support: With the exception of any named applications in Appendix A, County does not provide application support which consists of, but is not limited to: installation, configuration, upgrades, patch, break/fix, for line of business (LOB) applications and software. LOB applications are any applications or software acquired by Agency for specific business needs that are outside of standard County software offerings. Such software may include but is not limited to: Agency financial, budget, human resource, SCADA, and GIS applications. County supports any named application in Appendix A, hardware, operating system, standard office and desktop software, and security/patch routines, networking equipment, and Internet access that servers may leverage to access resources running on-premise. SCIT 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, Agency will work cooperatively with organizations and vendors who support the application to address and resolve issues. If vendors require access to Agency's computing environment, SCIT will coordinate temporary secured access as necessary for the vendor to troubleshoot and remediate issues.

Agency must update LOB applications and software to ensure compatibility with County-supported operating systems and back-end database software. LOB applications and software must be deprovisioned, with data migrated and/or functionality replaced before the vendor stated end of life. If this requirement is not met, County reserves the right to disconnect Agency from the network, or move to a restricted network/zone, and Agency must reimburse SCIT for actual time and materials to remediate.

Agency will continue to pay maintenance, support, and licensing directly to the organizations and vendors providing support for all Agency line of business applications. County will require Agency to provide a complete list of all vendors and their associated contracts along with any support procedures or authorization codes in the event vendors require secured remote access to on-premise server.

8. **Non-Standard Desktop Software:** During the term of this WO, Agency may identify and request software products that are not included in the standard offering of software in Appendix A pricing. County agrees to assist Agency in evaluating standard software offerings that provide similar functionality as alternate options. After review of those options, if Agency wishes to deploy non-standard software that has passed security review, County or Agency shall acquire the licenses needed. If the County acquires the licenses, Agency shall reimburse the County for direct costs of non-standard software as an additional line item on invoices generated pursuant to Section 4. The party acquiring licenses shall maintain ownership, inventory, and documentation of the assets and ensure compliance with license counts and end user license agreements.

9. **Resale of Snohomish County Services:** Agency 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.

10. **Service Levels and Designated Points of Contact and Escalation Points:** SCIT’s designated point of contact for Agency to request Support Services, contact Service personnel, request problem status updates, and receive problem resolutions is via the SCIT Help 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
Infrastructure & Security Manager	425-388-3998
Deputy Director	425-388-3022
Director	425-388-3739

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

Agency Primary Contacts: David Hammond, Finance Director
360-454-5201
david.hammond@ci.stanwood.wa.us

Agency Secondary Contacts: Shawn Smith, City Administrator
360-629-2181
Shawn.smith@ci.stanwood.wa.us

Agency Billing Contacts Accounts.payable@ci.stanwood.wa.us
360-454-5204

Service Level Response Table

Response Level	Condition	Response Time	Escalation Path
Emergency Response	Network outage, multi-user outage/ critical event, or when Agency 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 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.
Priority Problem Response	Network is impaired, Agency is still able to conduct business, but no practical workaround exists.	3 Hours	SCIT’s primary response contact will make contact with Agency’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.

11. Equipment: Any equipment provided by the County will be maintained by the County.

12. Pricing and Service Fees: The pricing and fee schedule for services provided by SCIT are outlined in Appendix A of this WO.

13. 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.

14. 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.

15. Notices: Notices and other communications between Snohomish County and Agency 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. Agency 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 Agency with notice at the email address most recently provided to the County by Agency for use in providing notices pursuant to the ILA.

16. Responsibilities:

a. SCIT Responsibilities:

- i. Provide services listed in Appendix A.
- ii. Provide Agency’s fiber vendor a termination point for a single pair of single mode fiber.
- iii. Provide Agency one (1) unit of rack space and UPS power in SCIT’s Data Center for an ethernet switch.

- iv. Provide path for fiber or single mode fiber between termination point and Agency's equipment.
- v. Configure, maintain, provide warranty and repair all County-owned equipment and transports.
- 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 Agency to develop and recommend approaches to meet Agency requirements.
- vii. Upon completion of the 2022, 2024 and 2026 EagleView regional aerial imagery acquisition projects and receipt of imagery by County, County will provide Agency with orthogonal imagery for Agency's identified area of interest, which includes aerial imagery within the Agency city limits and additional surrounding area. County will deliver Orthogonal imagery tiles via a hard drive or FTP. County will also provide to Agency up to ten (10) EagleView CONNECTExplorer accounts based on staff names and emails provided by the Agency. In order to obtain the CONNECTExplorer accounts and the orthogonal imagery, Agency 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 Agency and provide orthogonal imagery upon receipt of a fully executed Authorized Subdivision Agreement between Agency and EagleView.

b. Agency Responsibilities:

- i. Provide fiber connectivity between Agency and County data facilities.
- ii. Provide to County a fully executed Subdivision Agreement between Agency and EagleView.
- iii. Obtain written security approval for use of software acquired directly by Agency, prior to installation on any equipment connected to the County network, maintain ownership, inventory, and documentation of the assets, and ensure compliance with related software end user licensing agreement(s).

17. Scheduled Maintenance: Each Saturday between 12:00 am and 12:00 pm and Wednesday between 5:30 pm and 12:00 am Pacific Time 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 Agency two (2) business days prior to the scheduled action.

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

Agency Primary Contact:	David Hammond, Finance Director City of Stanwood 10220 270 th Street NW Stanwood, WA 98292
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(360) 454-5201

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

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

Approved

Approved

City of Stanwood

Snohomish County

Signature

Snohomish County Executive

Sid Roberts

Print or Type Name

Title Mayor Date

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.
Invoice for all Services shall be issued monthly.

SCIT SERVICES AND RATES				
Service	2023 Annual Rate	Metric	2023 Annual Fee	2023 Monthly Fee
Workstation Device Replacement	\$340/Standard \$580/Premium \$745/Engineering \$125/Event	13 Standard 21 Premium 1 Engineering 0 Event	\$4,420.00 \$12,180.00 \$745.00 \$0	\$368.33 \$1,015.00 \$62.08 \$0
Workstation Support	\$409/Device	35 Devices	\$14,315.00	\$1,192.92
Workstation Software	\$699/Device	35 Devices	\$24,465.00	\$2,038.75
Full Office 365 License only	\$339/License	1 Licenses	\$339.00	\$28.25
Email Only Account	\$89/Account	21 Accounts	\$1,869.00	\$155.75
Desktop Telephone	\$40/Phone Number	41 Numbers	\$1,640.00	\$136.67
Kiosk Workstation	\$330/Workstation	0 Workstations	\$0	\$0
Event Workstation	\$125/Workstation	0 Workstations	\$0	\$0
BASE CUSTOMER and WORKSTATION TOTAL			\$59,973.00	\$4,997.75
Enterprise Network Technology Services	\$2,027/FTE	36.5 FTE	\$73,985.50	\$6,165.46
Business Operations	\$924/FTE *72% discount for services that do not apply	36.5 FTE	\$33,726.00 (\$24,282.72)	\$2,695.00 (\$2,023.56)
Enterprise Data Management	\$641/FTE *72% discount for services that do not apply	36.5 FTE	\$23,396.50 (\$16,845.48)	\$1,869.58 (1,403.79)
FTE BASED SERVICES TOTAL			\$89,979.80	\$7,498.32
Break/Fix, Vendor Coordination, Patching, Maintenance (Enterprise)	\$1,744 /Application	# Applications	\$0	\$0
On-premise SQL Database Support (Bronze Support)	\$2,738/Application	# Applications	\$0	\$0
Reporting, Interfaces, Integration, Paperless Standard Apps (Silver Support)	\$9,216/Application	# Applications	\$0	\$0
Modernization, App Development, Use of COTS Systems (Gold Support)	\$17,994/Application	# Applications	\$0	\$0
APPLICATION SUPPORT SERVICES TOTAL			\$0	\$0
GIS Services	\$166/FTE	# FTE	\$	
Imagery Data 3” AccuPlus (annual)	\$150/sq mile	13 sq miles	\$1,950.00	\$162.50

Imagery Data 9" AccuPlus (annual)	\$30/sq mile	10 sq miles	\$300.00	\$25.00
5% Imagery Administrative Fee	5% of total	Total \$2,250 x 0.05	\$112.50	\$9.38
GEOGRAPHIC INFORMATION SERVICES TOTAL			\$2,362.50	\$196.88
GRAND TOTAL			\$152,315.30	\$12,692.95

Per the **SCIT** enterprise service model adopted by Snohomish County for all 2023 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=>

Above named services include the following:

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. Pacific Time 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, and if purchased: 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)

Business Operations 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

Enterprise Data Management Services (optional)

Data Management

- Data classification
- Systems impact classification
- Electronic records management
- Data, privacy, and records policy review
- Physical and electronic records appraisal

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

Application Support Services

- Break/fix, vendor coordination, patching, maintenance
- On-premise SQL database support
- Reporting, interfaces, integration, paperless standard applications
- Modernization, application development, use of COTS systems

GIS Services

GIS Support Services

- Software, tools, support, maintenance, data, mapping, analysis

Snohomish County Imagery Program

- Access to oblique and nadir imagery

Business Operations 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

Enterprise Data Management Services NOT Provided

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

PER USE BILLABLE SUPPORT SERVICES

Service	2023 Annual Rate
GIS Analyst Direct Support	\$87.00/hour
Senior GIS Analyst Direct Support	\$95.00/hour

Support Services:

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

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/50008/2021-Service-Catalog?bidId=>

Appendix B to Exhibit A
Authorized Subdivision User Agreement



Authorized Subdivision User Agreement

Authorized Subdivision Information:

Name: City of Stanwood
Address: 10220 270th Street NW
Stanwood, WA 98292
Email: David.Hammond@ci.stanwood.wa.us
Phone: (360) 454-5201

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 ("**City of Stanwood**")

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."

City of Stanwood

Signature: _____
Name: Sid Roberts
Title: Mayor
Date: _____

Pictometry International Corp.

Signature: _____
Name: _____
Title: _____
Date: _____

Appendix C Equipment

If this WO 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, SCIT and Agency 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 Agency toward future replacement	SCIT	Amount due by January 31 of the next fiscal year
Software (desktop and business systems)	Any unreimbursed licensing cost of software paid by SCIT	Agency	Amount due on termination date
UC Telephones	Amortized value of telephones purchased by SCIT	Agency	Amount due by January 31 of the next fiscal year
Network Equipment	Amortized value of network equipment at Agency facilities purchased by SCIT	Agency	Amount due by January 31 of the next fiscal year
Computer and Storage Servers	Amortized value of servers in SCIT data center purchased by Agency	SCIT	Amount due by January 31 of the next fiscal year
Decommission Work	Work performed by SCIT: decommission, remove, or otherwise update technology infrastructure to facilitate service termination	Agency	Rate \$95/hour; Amount due 30 days after invoice for work performed

Snohomish County Information Technology Department Customer List:

Interlocal Government network hosting

- City of Edmonds
- City of Lynnwood
- City of Marysville
- City of Everett
- City of Arlington
- City of Lake Stevens
- City of Monroe
- City of Mukilteo
- Lake Stevens Fire District (merged with Monroe Fire as Snohomish Regional Fire & Rescue)
- Monroe Fire District (merged with Lake Stevens Fire as Snohomish Regional Fire & Rescue)

Internet Service Provider hosting

- City of Arlington
- City of Bothell
- City of Everett
- City of Marysville
- City of Mill Creek
- City of Mukilteo
- Lake Stevens Fire District (merged with Monroe Fire as Snohomish Regional Fire & Rescue)
- City of Lake Stevens
- City of Monroe
- Monroe Fire District (merged with Lake Stevens Fire as Snohomish Regional Fire & Rescue)
- Snohomish Fire District (now Fire District 4)
- Community Transit
- SERS (they merged with Snohomish County 911)
- Snohomish School District
- Snohomish County 911

Full network administration

- City of Stanwood
- Lake Stevens Sewer District

Service Desk, workstation and network support

- City of Stanwood
- Lake Stevens Sewer District
- All Sheriff contracted police departments

GIS Imagery Program

- City of Arlington
- City of Edmonds
- City of Everett
- City of Lake Stevens
- City of Marysville
- City of Snohomish
- City of Stanwood
- Tulalip Tribes
- Lake Stevens Sewer District
- Cross Valley Water District
- Snohomish County e911
- Community Transit
- Alderwood Water (GIS Services Only)

2023 ATTACHMENT C CATALOG of IT SERVICES

Snohomish County Department of Information Technology



2023 IT SERVICES

- **BUSINESS OPERATIONS & SUPPORT**
 - CUSTOMER & WORKSTATION SERVICES
 - ENTERPRISE RECORDS & BUSINESS SOLUTIONS
- **DIGITAL EXPERIENCE & INNOVATION**
 - ENTERPRISE APPLICATIONS
 - APPLICATION SUPPORT
 - GIS & DATA ANALYTICS
- **INFRASTRUCTURE & SECURITY**
 - ENTERPRISE TECHNOLOGY
 - IT SECURITY
- **ENTERPRISE DATA MANAGEMENT**
 - IMPLEMENTATION & SUPPORT
 - ENTERPRISE SCANNING, PRINTING, MAILROOM

2023 IT SERVICE CATALOG





IT BUSINESS OPERATIONS

Customer & Workstation Service Team

Remote, on-site and off-site support

Business Solutions

Strategy & Planning

Fiscal & budget preparation and control methodology

IT Administration

Accounting, assets, acquisition, contracts and rate transparency

2023 Service Rate: \$924/fte

Customer & Workstation Services

Our team of IT professionals leverage a diverse set of IT skills to provide a standardized, secure, and seamless work experience for the Snohomish County workforce. These IT resources are critical, in both technical and human areas, to take on the challenging work required to modernize our workplace.

- We equip, maintain and support county workstations and standard software tools. We take pride in providing:
- IT strategies that enable communication and promote partnership
- Reliable wired/wireless network & remote access to county data and systems
- Scheduled updates of workstations through our Technology Replacement Program
- Reliable support via our integrated Service Portal

Support Portal at support.snoco.org or 425-388-3378

Monday – Friday, 7:00 am - 5pm, except county observed holidays



Service Desk ~ Workstations ~ Device & User Software

CUSTOMER & WORKSTATION SERVICES 2023 RATES

Service Name	Rate	Annual Metric
Workstation - custom configuration	\$2,109	Per device
Workstation – engineering configuration	\$1,849	Per device
Workstation – event configuration (limit 160 hours/yr. & not part of replacement program)	\$125	Per device
Workstation – kiosk configuration (kiosk software installed and limited controls)	\$330	Per device
Workstation – premium configuration	\$1,684	Per device
Workstation – rugged configuration	\$1,924	Per device
Workstation – standard configuration	\$1,444	Per device
Technical support services	\$409	Per device
Customer and workstation enterprise retail software license, access and connectivity	\$695	Per device
Email only access (doesn't include access to Office 365 services, network or Internet access)	\$89	Per email
Telephony	\$40	Per line
SharePoint only account and access (doesn't include email, network or Internet access)	\$91	Per account
MS 365 G3 License Only	\$339	G3 User

Enterprise Records & Business Solutions Services

We identify, refine, and promote IT strategies to enable communication and partnership with all county department, offices, community and business associates.

Varied and specialized professional and administrative services, including;

- IT procurement & financial planning
- IT contract negotiation & maintenance
- Software licensing compliance
- Robust business relationship management (BRM) sessions

Transparent Rate Processes ~ Budget Development ~ Asset Management



Enterprise Applications & Support

Enterprise applications are those that benefit our entire county organization and are considered critical to successful operations. Examples include Finance, Payroll, Tax, Web, and Training platforms. Our team supports these critical applications by providing incident response, maintenance, enhancements, upgrades/patching, system administration & configuration, system integration & reporting, data analytics & business intelligence.

- Application Support Services: \$934 fte
- Line of Business App Support: \$810 fte
- Gold Support Level: \$17,954
- Silver Support: \$9,216
- Bronze Support Level: \$2,738



POWER PLATFORM



*Application administration | User and account management | Vendor coordination | Software deployment & security patching |
Data extracts | Data transfers | BI & Data analytics | Application and data backup and storage, including monitoring*

Geographical Information Systems - GIS

Our dedicated team of GIS professionals provide GIS leadership, coordination, infrastructure, and specialized services to the county workforce, residents, and GIS community.

• GIS File Storage and Web Data

- 4.8 terabytes of aerial imagery
- 500+ data layers and 10 gigabytes of GIS data
- 3.5 gigabytes of created data
- Department of Emergency Management (DEM) wildfire hub with over 395, 000 views
- More than 2 million views of 2022 content



ESRI Basic \$900



ESRI Advanced \$13,367



• Enterprise GIS Applications

- SCOPI, or our County Assessor online property information platform, which averages over 1,000 views daily
- Planning and Development Map Portal, averaging 350+ views daily

2023 Service Rate: \$166/fte

Enterprise Technology Service Team

- **Delivery, maintenance and support of County infrastructure as a service (IaaS), instant messaging, telephony, video conferencing, backup, disaster recovery, and overall operational integrity.**
- **Technology infrastructure and integrity**
- **Platform services**
- **Telephony infrastructure and carrier administration**
- **Network and connectivity**
- **Disaster recovery**

2023 Service Rate: \$2,027/fte

IT Security

The protection of information and especially the processing of information is a priority for the County. The training, information, tools and collaboration techniques the IT Security Team leverages is intended to prevent the manipulation of data and systems by unauthorized third parties.

3, 612 MALWARE EMAILS BLOCKED

303,972 PHISHING EMAILS QUARANTINED

739,872 SPAM EMAILS QUARANTINED

Tim Wise, Information Security Officer Phone: 425-388-3314

Email: security.officer@snoco.org

Website: <https://snoco.sharepoint.com/sites/Cybersecurity>



Security Handbook



SecurityWise Newsletter



Security @ Home



CybersecurityTraining



Phishing Examples



Password Manager Pro

Enterprise Data Management

Keeping accurate and consistent records is a key component of quality governmental services and an essential element of public trust. We strive to institute county work practices which recognize data and information as assets that have value and risks, and as such should be treated with lifecycle management methods like other physical and digital county assets.

Scanning & Mailing

- Incoming mail images: 97,201
- Large format images: 19,098
- Fiche scanned inhouse: 932
- Print orders: 1,1 50
- Printed Pages: 477,851
- Processed outgoing mail: 420,578

Records Management

- Record pick-up and storage
- Record delivery
- Record destruction
- Boxes & Barcode management
- Custom reports
- Research

2023 Service Rate: \$641/fte

2022 Look Back:

	Q1	Q2	Q3	Q4
Overall call quality	✓	✗	✓	✓
Unscheduled changes	✓	✓	✓	✓
Network availability	✓	✗	✓	✓

In 2022 IT Supported:

- 3,239 Workstations
- 6,543 Software applications
- 2,189 Phone lines
- 1.5 Petabytes of data actively monitored
- 4,293,122 Paper document converted to digital files
- 27 Internal departments, agencies or offices
- 80 Network facilities across the county
- 212 Major line-of-business systems



Thank you!

IT Service Desk (support.snoco.org)

425-388-3378

**Hours of Support:
7am-5pm, Mon - Fri**

excluding County observed holidays

**24x7 emergency after hours support is
available by calling 425-388-3378**

Important: after hours support is for major systems and outages only.

