

SUPPLEMENTAL WORK ORDER (SWO-17-2)

BETWEEN

SNOHOMISH COUNTY

Through its

DEPARTMENT OF INFORMATION TECHNOLOGY

AND

SNOHOMISH HEALTH DISTRICT

For

IT Support Services

03/25/2021

Supplemental Work Order

IT Support Services

This Supplemental Work Order (**SWO**) is made by and between Snohomish County (the County), through its Department of Information Technology (“**SCIT**”) and the Snohomish Health District (“**SHD**”), pursuant to the terms and conditions of the Interlocal Agreement for Information Services, and effective upon signature by both parties.

1. Purpose and Scope of Work

The purpose of this **SWO** is for the **County** to provide IT Support for **SHD**’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. 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, **County**, in conjunction with **SHD**, 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 **SHD** based on these inventories unless additional equipment or services are added or deleted, in which case cost adjustments may occur.

3. Payments

Payments for services specified in Appendix A will be due monthly and paid within thirty (30) days of the month for which services are received. All payments for services are final and non-refundable unless a long term agreement is made and credits are given at that time.

4. Term and Termination

The term for this **SWO** shall become effective upon signature of both parties and shall be in effect for a period consistent with the term of the Interlocal Agreement for Information Services. This **SWO** may be terminated for convenience by either party upon ninety (90) days prior written notice. If either party terminates the Interlocal Agreement for Information Services, then this **SWO** shall also be terminated. In the event that this **SWO** is terminated hereunder, either **County** or **SHD** may be liable for the value of outstanding services or amortized value of computer or network equipment as defined in Appendix B, which is attached hereto and by this reference made a part hereof.

5. Designated Points of Contact

SHD may request support services, contact service personnel, request problem status updates, and receive problem resolutions via the **SCIT** Service Desk at **(425) 388-3378**. The Service Desk hours of operation are **business days, Monday – Friday, 7:00 a.m. – 5:00 p.m. PST**. The Service Desk hours of operation are subject to change by written notice from **SCIT**.

SCIT Escalation Points:

Customer and Workstation Services (workstations, engineer support, etc.)

1 st Client Services Supervisor	Jose Matthews	425.388.3717
2 nd Systems Division Manager	Fred Hartmann	425.388.3998
3 rd Department Deputy Director	Lisa Hillman	425.388.3022
4 th Department Director	Viggo Forde	425.388.3739

Enterprise Technology Services (Network, Servers, Internet, etc.)

1 st Engineering Supervisor	JD Braathen	425.388.7171
2 nd Systems Division Manager	Fred Hartmann	425.388.3998
Applications Supervisor	David Baxter	425.388.3243
2 nd Applications Division Manager	Matt Crisler	425.388.3162
3 rd Department Deputy Director	Lisa Hillman	425.388.3022
4 th Department Director	Viggo Forde	425.388.3739

GIS, Data Science and Analytics

1 st GIS and Analytics Supervisor	Ed Whitford	425.262.2150
2 nd Applications Division Manager	Matt Crisler	425.388.3162
3 rd Department Deputy Director	Lisa Hillman	425.388.3022
4 th Department Director	Viggo Forde	425.388.3739

Enterprise Records and Business Solutions (Scanning, Print Shop, Contracts)

1 st Administrative Division Manager	Joanie Fadden	425.388.7046
2 nd Department Deputy Director	Lisa Hillman	425.388.3022
3 rd Department Director	Viggo Forde	425.388.3739

SHD's designated point of contact for the **County** to send invoices and otherwise conduct business shall be:

SHD Primary Contact:	Shawn Frederick	425.339.8687
SHD Secondary Contact:	Jim Kamp	425.339.8689

SHD Informational Escalation Points:

Jim Kamp	425.339.8689	425.903.1067 (Cell)
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6. Line of Business Application Support

Under the terms of this SWO, County will provide full application support for Health District line of business applications/software.

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.

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

Authorization

By their signatures, **County** and **SHD** hereby acknowledge and accept the terms and conditions of this SWO for IT Support.

Approved

Snohomish Health District

Signature

Print or Type Name

Title

Date: _____

Approved

Snohomish County

Signature

Print or Type Name

Title

Date: _____

Appendix A – Services and Rates

The County shall charge the following rates for services under this SWO:

SCIT Services and Rates				
Service	2021 Annual Rate	SHD Metric	2021 Annual Fee	2021 Monthly Rate
Workstation Device Replacement	\$249/standard \$564/premium \$944/ engineering \$109.50/Event	123 Standard 69 Premium 10 Engineering 4 Event	\$30,627 \$38,916 \$9,440 \$438	
Workstation Support	\$621/Device	202 Devices	\$125,442	
Workstation Software	\$610/Device	202 Devices	\$123,220	
Full Office 365 License only	\$750 / license	2 Licenses	\$1,500	
Email Only Account	\$95 / account	6 Accounts	\$570	
Desktop Telephone	\$140 / phone #	228 Numbers	\$31,920	
BASE CUSTOMER and WORKSTATION TOTAL			\$362,073	\$30,172.75
COVID Add Workstation Support	\$621/Device	129 Devices	\$80,109	
COVID Add Workstation Software	\$610/Device	129 Devices	\$78,690	
COVID ADD CUSTOMER and WORKSTATION TOTAL			\$158,799	\$13,233.25
Break/Fix, Vendor Coordination, Patching, Maintenance	\$2,499 / application	5 Applications	\$12,495	
On-premise SQL Database Support	\$2,499 / application	5 Applications	\$12,495	
Reporting, Interfaces, Integration, Paperless Standard Apps	\$8,218 / application	2 Applications	\$16,436	
Modernization, App Development, Use of COTS Systems	\$19,850/ application	2 Applications	\$39,700	
APPLICATION SUPPORT TOTAL			\$81,126	\$6,760.50
ENTERPRISE TECHNOLOGY SERVICES	\$1,670 / FTE	108.1 FTE	\$180,527	
ENTERPRISE RECORDS AND BUSINESS SOLUTIONS	\$416 / FTE	108.1 FTE	\$44,970	
GIS SERVICES	\$125 / FTE	108.1 FTE	\$13,513	
FTE BASED SERVICES TOTAL			\$239,010	\$19,917.50
GRAND TOTAL			\$841,008	\$70,084.00

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

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

Appendix B – Termination Costs

If this SWO 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 SHD 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 SHD 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	SHD	Amount due on termination date
UC Telephones	Amortized value of telephones purchased by SCIT	SHD	Amount due by January 31 of the next fiscal year
Network Equipment	Amortized value of network equipment at SHD facilities purchased by SCIT	SHD	Amount due by January 31 of the next fiscal year
Computer and Storage Servers	Amortized value of servers in SCIT data center purchased by SHD	SCIT	Amount due by January 31 of the next fiscal year
Decommission Work	Work performed by SCIT to decommission, remove, or otherwise update technology infrastructure to facilitate service termination	SHD	Rate \$95/hour; Amount due 30 days after invoice for work performed