Contract Cover Sheet
Contracts & Procurement Division

DATE	03/06/2023
TO	Paula Laschober, Financial & Risk Services Deputy Director Seattle Public Utilities
CC	Vas Duggirala, Contract Manager Maria Coe Teri Maringer-Franks
FROM	Ajla Suta, Contract Administrator ajla.suta@seattle.gov – 206-233-7185

CONTRACT 23-046-A
King County IT Drainage Billing Enterprise Application Support

☒ Original Agreement

☐ Amendment #

☐ Work Assignment #

☐ Other

Please sign the attached agreement document referenced above.

The purpose of this agreement is to provide funds to King County IT to cover user access and enterprise application support services for the Drainage Billing System (DBS).

Dollar amount of request $11,650
Dollar amount of contract document $11,650

For your reference, here is a link to the Supporting Documentation (SPU internal site link).

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King County

2023
Service Level Agreement
Between
KCIT
And
City of Seattle
Seattle Public Utilities

Table of Contents

Revision Log

Date	Person	New Version Number	Comments
02/03/2023	Emily Wang	1.0	2023 updates

Purpose

- Provide mutual agreement between the City of Seattle/Seattle Public Utilities (customer) and King County Department of Information Technology (KCIT) on scope of services, service level and service quality for analyst systems support and development.

- Clarify performance expectations and measurement criteria.

- Clearly identify roles and responsibilities of the customer and KCIT.

- Foster an environment of collaboration and cooperation between the customer and KCIT Applications Support resources, as well as a relationship of trust committed to obtaining positive results.

Coverage

SLA Coverage Area: Seattle Drainage Billing System

Department   City of Seattle, Seattle Public Utilities
Division / Section: Finance and Administration

Agency Representative: Vas Duggirala
                             Business Contact
                             Vas.Duggirala@seattle.gov
                             206-233-7153

                             Doug Ricker
                             Technical Contact
                             doug.ricker@seattle.gov
                             206-684-0292

KCIT Representative: George Vida
                             Chief Financial Officer
                             George.Vida@kingcounty.gov
                             (206) 263-7899

                             Dennis Fong
                             IT Manager - Senior
                             dennis.fong@kingcounty.gov
                             (206) 263-7860

Coverage Period: **Start Date:** 01/01/2023   **End Date:** 12/31/2023

Coverage Area Description:

The coverage area includes the following application, including interfaces in and out. It includes all batch jobs and programs and online transactions and programs identified as follows:

- **DBS - Drainage Billing System**
    - **Online Transactions**
    - **Bulk Update**
    - **Batch Processing and Reporting**
    - **Property Data Interface**

Level of Support

Production Support Level - Silver

☐ 24 X 7 X 365 support:

> This implies an on-call analyst with a pager available to respond 24 hours/day, 7 days/week, 365 days/year.

☒ Business hour support:

> This implies Monday through Friday 8:00 am to 5:00 pm with next workday support for off hour/weekend and holiday problems.

☐ Other: _____

_____

Responsibilities

KCIT / Applications Support:

- Provide staffing resources for the agreed upon support level.

- Monitor and report status (deliverable as well as financial metrics) on an agreed upon meeting cycle (example: once a month) Escalation management:
    - Resolve SLA "out-of-compliance" issues based on the level of criticality experienced by the customer as soon as they are recognized.
    - Provide regular progress reports regarding steps towards returning to compliance to the customer.

- Provide the standard IT functions:
    - Secured source code.
    - Secure environment, physical site security, no compromise of firewall security of county's backbone. KCIT Applications Support understands that the customer is responsible for data collected and must ensure that due diligence is followed to protect that data from falling into the wrong hands.
    - Ensure HIPPA standards where applicable are followed.
    - Capacity management: ensure adequate space for data and application storage is maintained. Provide hardware and software solutions with adequate bandwidth, hardware, management of replication, backup and restores.
    - Test and document modifications.
    - Defined work change logs.
    - Provide adequate notification of expected system downtime or maintenance outages.
    - Agreed upon level of documentation as workload, staffing resources, and funding permit.
    - Provide backup analyst support on all applications if adequate funding is provided. Leverage existing resources for this function if not.
    - Maximize the use of County established, and industry best practices when delivering products.
    - Perform quarterly walkthroughs and quality reviews with KCIT Application Support staff.
    - Furnish cost estimates and work plans on all projects.
    - Develop project plans as required by scope of work document.
    - Develop detail design documents as specified in scope of work document.

- Ensure all Technology staff participating in the program (permanent or temporary) has passed the necessary background process and/or reviewed the following documents:
    - Enterprise Information Security Policy.
    - RCW 42.17 (Washington Public Disclosure Act).
    - Acknowledgement of Information Technology Security Responsibilities and Confidentiality Guidelines (signature required).

City of Seattle:

- Timely review and approval of test results for implementation.

- Provide technology infrastructure in a timely manner (pending budget availability) when implementation impact is indicated.

- Review/approve proposals and estimates for requested work.

- Set priorities for work to be accomplished.

- Provide adequate advance notice of needed modifications when possible.

- Provide business expert to address concerns/requirements/specifications/testing reviews/approval for implementation.

- Write and maintain user manuals where specified by scope of work document.

- Respond to business questions regarding outward facing applications via the web and email.

Change Management / Escalation / Call Center / Review

Change Management Process:
All significant changes to the applications called out in this SLA will be reviewed with a representative of the customer. This will include testing the changed application(s) prior to implementation. All implementation will be required to follow the King County Change Management process. This process may require approval from other KCIT sections or King County agencies.

Escalation Process and Responsibilities:

Application	Supporting Analysts	Email address
Drainage Billing System (DBS)	Dennis Fong	dennis.fong@kingcounty.gov
	George Vida, Chief Financial Officer	George.Vida@kingcounty.gov

Production Issues:
The customer should report production problems to the KCIT Production Operation Center by phone at 206-263-HELP (4357).

Service Requests:
Please contact George Vida for new service requests. He will facilitate the KCIT services needed. Responses to technical questions from external clients via the web and email will be addressed within 3 business days from the time the question is received.

SLA Review Interval:
SLA's will be reviewed annually or as needed during the year.

Unplanned System Outages – Customer Notification:
If an unplanned outage is necessary that will impact the availability of the customer's application, the originator of the outage will notify the customer and the KCIT Chief Financial Officer prior to the outage.

Funding

Description of Rate Structure for Online Inquiry Service

The new rate structure will allow unlimited use and access to the system. The rates will consist of an annual connection fee plus an annual per user account fee. KCIT will bill annually in March for the services listed below.

The connection fee is set at $7,922 per year. This fee includes administrative costs to support system interface and maintenance at Silver service level and servers and database cost. The user fee is set at $932 per user per year for access to the system via King County network. The table below contains the list of users for your organization. These slots are transferable, but KCIT requests the agency to work with the KCIT Customer Support Services to remove users who are no longer using the system and set up new accounts for new users. KCIT Customer Support Services can be contacted by phone at 206-263-HELP (4357).

Drainage Billing System - 4 Users			
#	**Name**	**KC Alias**	**TPXID**
1	Duggirala, Vas	kc\n-vduggirala	VDUGGIR
2	Lewis, Ky	kc\n-klewis	KLEWIS
3	Obed, Yusaf	KC\oyusaf	OYUSAF
4	Ricker, Doug	KC\dricker	DRICKER

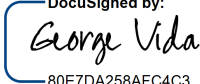SPU agrees to acquire from KCIT the following services.

Service	Description	Cost/Service
Application Connection Fee	Administrative costs to support Drainage Billing System interface and maintenance at Silver service level and servers and database cost	$7,922
External Users Access Fee	Annual user access to the Drainage Billing System via King County network for 4 users	$3,728
	Total User Charges	**$11,650**

Amendments

- Adjustments to the level of support and the funding for support needs to be mutually agreed to by the Chief Financial Officer, and/or Applications Support group manager and a customer representative.

- After agreement to a revision of the SLA it should be noted in the SLA and a new SLA signed by both parties.

Approvals

Approved: _Paula Laschober_____ **Date:** 03/08/2023
Paula Laschober (Mar 8, 2023 18:18 EST)

Paula Laschober – Seattle Public Utilities Chief Financial Officer

DocuSigned by:

Approved: _George Vida_____ **Date:** 2/8/2023
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George Vida – King County IT Chief Financial Officer