

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY**

Meeting Date: September 14, 2010

☒ **Consent** ☐ **Regular**
☐ **Public Hearing** ☐ **Workshop**

Department:

Submitted by: Information Systems Services

Submitted for: Information Systems Services

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: an Agreement with the Center for Family Services of Palm Beach County, Inc. ("Non-Profit Organization") for interconnection to the Palm Beach County Regional Network ("County") at an estimated first year revenue of \$8,400 for the first point of connection, for an initial term of one (1) year, with automatic one (1) year renewals unless notice given by either party.

Summary: This Agreement allows the Non-Profit Organization to access the County's Regional Network and services on a cost sharing basis similar to existing Agreements between the County and other non-profit organizations, various municipalities, the School District of Palm Beach County and other public sector agencies. Interconnection to the County's Network will provide greater bandwidth for Internet access and disaster recovery while reducing overall network costs for the Non-Profit Organization and County. The Non-Profit Organization agrees to pay the County \$8,400 annually for the initial connection and access to the County's network. Per Exhibit "A" of the Agreement, fees for additional network connections are set at \$6,000 annually. Additionally, the Non-Profit Organization agrees to reimburse the County \$6,482.50 for the initial fiber optic cable construction at the Non-Profit Organization's location. This Agreement provides for disclosure of County Ordinance No. 2009-049 establishing the Office of the Inspector General. Countywide (PFK)

Background and Justification: Faster response time, access to offsite (backup) computing facilities and a lower cost of service provide strong incentives for public sector and non-profit organizations in the South Florida region to join the County's Regional Network. Currently, there are 13 agreements in place connecting two educational facilities with multiple campus sites, five municipalities, three independent taxing districts, The South Florida Water Management District and two non-profits in and around Palm Beach County.

In 2008, Palm Beach County entered into an agreement with Florida LambdaRail, LLC, a non-profit broadband network provider created to support advanced research, educational and economic development activities in Florida. Access to Florida LambdaRail is one of the additional benefits available to the County's network partners through this Interlocal Agreement. The use of Florida LambdaRail facilities offers enhanced disaster recovery services by providing an alternative backup site for files and electronic documents.

Attachments

1. Agreement with Center for Family Services of Palm Beach County, Inc. (3 originals)

Recommended by: Steve Bordelon
Department Director

8/17/2010
Date

Approved by: [Signature]
County Administrator

8/24/2010
Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

<u>Fiscal Year</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Capital Expenditures	\$6,483				
Operating Costs					
External Revenue		<14,384>*	<8,899>*	<8,400>	<8,400>
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT	\$6,483	<\$14,384>	<\$8,899>	<\$8,400>	<\$8,400>
# ADDED FTE's		0			

Is Item Included in Current Budget? Yes No X

Revenue Budget Account No: Fund: 0001 Department: 490 Unit: 1300 Object: 4900

Reporting Category

B. Recommended Sources of Funds / Summary of Fiscal Impact

**Assumes an October 1, 2010 connection date; and reimbursement to County of capital expenditure for connection of Center for Family Services, Inc. facility to the network will be over a 13-month period.*

Per Exhibit A of the Agreement, each additional connection to the network will be charged at \$500 per month, \$6,000 annually, with no corresponding increase in cost to the County.

C. Departmental Fiscal Review:

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Administration Comments:

Monthly connection charge \$700, additional charge \$500 per month. Reimbursement est \$499 for 13 months.

OFMB

Contract Development & Control

B. Legal Sufficiency:

Paul F. F.
Assistant County Attorney

This Contract complies with our contract review requirements.

C. Other Department Review:

Department Director

THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Agreement

This Agreement ("Agreement") for the Shared Use of the Palm Beach County Fiber Network is entered into this _____ day of _____, 2010, by and with the Center for Family Services of Palm Beach County, Inc., (the "Non-Profit Organization") whose Federal ID No. is 59-1084179, and Palm Beach County (the "County").

WITNESSES THAT:

WHEREAS, the Non-Profit Organization and the County have recognized the need for the Non-Profit Organization to connect to the County's Network ("Network") for the purpose of utilizing the County as the Non-Profit Organization's Internet Service Provider and to gain access to the Florida LambdaRail network resources. Specific services to be provided and responsibilities of the parties are set forth in Exhibit "A"; and

WHEREAS, the County and Non-Profit Organization have demonstrated needs for Network connectivity, and both parties are stewards of public funds and private donations, and are therefore responsible for taking steps to control costs and maximize the potential use of technology in their respective organizations; and

WHEREAS, more effective, efficient, and reliable public services will result from the County and the Non-Profit Organization utilizing a common network infrastructure rather than duplicating facilities and increasing the cost burden borne by both the County taxpayers and Non-Profit Organization funders; and

WHEREAS, the parties believe that additional advanced networking initiatives will come to fruition through the synergies of the County government and the Non-Profit Organization working in unison; and

WHEREAS, in recognizing these facts, the Non-Profit Organization and the County desire to enter into such an agreement which provides for the joint use of such Network and establishes policies for its use by each organization.

NOW, THEREFORE, in consideration of the mutual covenants herein contained and for other good and valuable consideration, the parties do mutually agree as follows:

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

AGREEMENT

Section 1 Purpose

The purpose of this Agreement is to interconnect the Non-Profit Organization to the County's Network for the purposes described in Exhibit "A". The Network is defined as the cable, associated fibers, and splice enclosures (including hubs, routers, and switches) comprising the Primary Route and Auxiliary Routes throughout Palm Beach County used by County government, the Non-Profit Organization and other third parties who enter into appropriate licensing agreements with the County.

Section 2 Approval

The County approves of the Non-Profit Organization's participation in the use of the County's wide area network and such services as specified in Exhibit "A". This Agreement shall become effective upon its execution by both parties.

Section 3 Term

The term of this Agreement, unless terminated as provided herein, is a period of one year. This Agreement shall automatically be renewed annually unless either party gives written notice of termination of this Agreement as provided for in Section 11 herein.

Section 4 Network Connection

The Non-Profit Organization will be provided with a fiber connection and sufficient bandwidth capacity to meet the Non-Profit Organization's network service requirements specified in the attached Service Level Agreement (Exhibit "A"). The Non-Profit Organization shall pay all related connection costs, including the drop from the Network to the facility, all equipment necessary to utilize the Network for the intended purposes of the Non-Profit Organization, and all associated labor costs to connect to the Non-Profit Organization's facility. Additionally, the Non-Profit Organization shall pay for its calculated share of the operating costs associated with the County's network services delivered in accordance with Exhibit "A".

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 5 Resale of Network Services

The Non-Profit Organization shall not share or resell any portion of the County's network or services in any manner not approved of in this Agreement or without explicit written consent from Palm Beach County, which consent shall not be unreasonably withheld.

Section 6 County's Responsibilities for Network Management

The County shall be responsible for the routine, day-to-day management of the County Network. Each party shall be responsible for day-to-day administration of the Network routes which they individually own.

The County shall be responsible for maintaining the Primary Network and all auxiliary components of the Network which exclusively serve County facilities. The County shall also maintain auxiliary portions of the Network which service both County and Non-Profit Organization facilities. The Non-Profit Organization shall maintain that portion of its own network which exclusively serves its facilities.

The Palm Beach County ISS Network Services Division (ISS) shall monitor bandwidth utilization on any link between the County and the Non-Profit Organization. The County shall provide the Non-Profit Organization with access to the County's Network on a best-effort basis and as otherwise provided for herein. The County agrees to share its network monitoring tools to provide the Non-Profit Organization's technical staff with the capability to monitor its portions of the Network, and perform local trouble shooting routines prior to escalating any service issue to ISS.

Should the County perform repair and maintenance functions on behalf of the Non-Profit Organization, it is with the understanding that the County's responsibility extends only to the demarcation point.

The demarcation point is the location which defines where issues of maintenance responsibilities begin and end, considered to be the County-owned network equipment inside each of the Non-Profit Organization's buildings or facilities connected to the Palm Beach County Network (hereinafter referred to as "Demarcation Point"). Palm Beach County ISS will be responsible for maintaining all network infrastructure to the point of the network equipment connection to the Non-Profit Organization's facilities. Entrance facilities at the Non-Profit

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Organization's locations from road to Demarcation Point belong to the Non-Profit Organization whereas the fiber within may belong to the County.

Maintenance and restoration work provided by the County shall be limited to the fiber optic cable and service drops, the individual fibers within the cable and service drops, and the County routers installed at each Non-Profit Organization site. The County shall have no obligation or right to perform maintenance or restoration on any electronics or other equipment owned by the Non-Profit Organization. Notwithstanding the foregoing, should the need arise for maintenance or restoration, the parties hereto may agree to an amendment to this Agreement permitting the County to perform maintenance or restoration on the Non-Profit Organization's electronics or other equipment.

The County shall provide maintenance on a 7-day/24-hour basis and may contract for the repair services when deemed necessary. The County shall abide by agreed upon security requirements of the Non-Profit Organization. In the event that an outside contractor is needed, the County shall select, supervise, and coordinate with the contractor to complete the repair.

Section 7 Service Level Agreement

Roles and responsibilities of the County and Non-Profit Organization are described in the Service Level Agreement (SLA) attached hereto as Exhibit "A", and made a part hereof. The SLA also sets forth an issue communication and escalation process, as well as methodologies for billing and paying the quarterly fee for network connectivity.

Section 8 Network Ownership

The County shall own the Network. The Non-Profit Organization shall continue to maintain ownership of its current network assets. Only the County is permitted to connect, expand, or otherwise routinely modify the Network components. Furthermore, any and all technological changes relative to the Network will be implemented at the discretion of the County. Notwithstanding the foregoing, the County agrees to use its best efforts to keep pace with technological changes.

Should the Non-Profit Organization receive grant funds to assist with the construction or maintenance of the Network, any provisions, limitations, or restrictions associated with the grant(s) shall not affect or apply to the County, and vice versa.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 9 Modifications to Network

If the Non-Profit Organization proposes a modification or connection of a new facility to the Network, it shall notify and submit any applicable construction documents to the County at least 30 calendar days prior to the date construction activities are expected to commence. Should the planned activities of the Non-Profit Organization require the Network to be upgraded, the Non-Profit Organization shall be solely responsible for payment of all costs associated with such modifications, unless there is prior agreement by the County to participate in a cost-sharing arrangement for the modification.

The County shall review the modification proposals as soon as practicable and will render recommendations with regard to the proposed modification. Any modifications or connections to the network that may cause disruption or interference of service to any network users shall be coordinated with the appropriate technical staff of both the Non-Profit Organization and the County. The County agrees to perform such work at a time and in a manner to minimize disruption and interference to the Network users.

When either the Non-Profit Organization or the County enters into a contract with an outside contractor for Network-related services which benefit only that party, the contracting party shall be individually responsible for remitting payment to the contractor performing work on the Network, and the non-contracting party shall not be responsible or held liable for such payment. However, proposed changes to the Network must be communicated in writing to the County for review and approval. The parties however agree to comply with Network security provisions.

Section 10 Network Interferences

The County shall have no requirement to purchase, install, operate, or maintain any equipment on the premises of the Non-Profit Organization. However, should any equipment owned by the Non-Profit Organization render any harmful interference to the County Network, ISS may disconnect any or all Non-Profit Organization connections after informing the Non-Profit Organization's designated Point of Contact (POC) of the underlying reasons for the planned action to disconnect the Non-Profit Organization facilities. Immediate efforts will focus on attempting to resolve or remove the threat conditions. The County shall be the sole party to determine if harmful interference has impacted the County Network. ISS will utilize its best efforts to prevent any unanticipated network outages should interferences be noted.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 11 Termination for Convenience

Either party may terminate its participation in this Agreement upon 90 days written notice to the other party. Notwithstanding the foregoing, each party shall endeavor to provide the other party with as much advance notice as practicable if it contemplates that it might desire to terminate this Agreement, so as to allow the non-terminating party the maximum amount of time to make alternative plans to replace the lost services/revenue. In such event, the terminating party shall pay all sums due through the effective date of the termination. Termination of this Agreement by either party may also be contingent upon the failure to ratify annual appropriation for these services by the party's governing body.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 12 Indemnification and Hold Harmless

The Non-Profit Organization and the County recognize their respective liability for certain tortious acts of its agents, officers, employees, and invitees, and agree to be responsible, respectively, for all claims, liability, losses, and/or causes of action that may arise from any negligent act or omission due to the acts of its agents, servants, or employees. Such liability is subject to the provisions of law, including the limits included in Section 768.28, Florida Statutes, which sets forth the partial waiver of sovereign immunity to which governmental entities are subject. It is expressly understood that this provision shall not be construed as a waiver of any right or defense that the parties have under Section 768.28 or any other statute. Each party agrees to maintain sufficient professional, general liability, and workers' compensation coverage, unless self-insured, regarding its respective liability throughout the term of this Agreement. This Agreement does not provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other right or privilege, except the provisions hereof involving indemnification or limitation of liability of the Non-Profit Organization and the County.

The parties to this Agreement acknowledge the potential of unlawful hacking to gain surreptitious access into confidential systems. ISS has deployed reasonable steps and safeguards as part of a Network security program, but these systems may not be able to defeat every attempt to gain unlawful access to applications or data. Each party is responsible for protecting its own applications, data bases, and servers. Each party however shall review each other's security procedures and notify each other with reasonable promptness of concerns or issues regarding the same.

Section 13 Damage Caused by Disasters

Should the Network be damaged or destroyed by a natural or man-made event to the extent that the cost to repair or replace the network, including utility pole replacement, exceeds 50% of the original installation costs, this Interlocal Agreement is automatically terminated unless the governing bodies of both the Non-Profit Organization and County authorize its continuation and associated funding to repair or restore the affected area(s). Should the Network sustain damage to an Auxiliary Route used only by either the Non-Profit Organization or the County, the owning party shall determine if the line will be repaired or replaced.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 14 Miscellaneous

No provision in this Agreement shall provide to any person not a party to this Agreement any remedy, claim, or cause of action, or create any third-party beneficiary rights against either party. In the event that any one or more of the provisions in this Agreement shall for any reason be held to have no force and effect, this Agreement shall, if possible, be interpreted in a manner so as to effectuate the intention of the parties. Provisions contained in this Agreement that, by their sense and context, are intended to survive the suspension or termination of this Agreement, shall so survive. All disputes related to this Agreement shall in the first instance be referred to the appropriate executives of each party for resolution. This Agreement is the subject of negotiation between the parties and should not be interpreted more favorably toward one party over the other.

Section 15 Notice

Any notice, request, instruction, demand, consent, or other communication required or permitted to be given under this Agreement shall be in writing and shall be delivered either by hand or by certified mail, postage prepaid, and certified return receipt requested to the following addresses or such other addresses as the parties may provide to each other in writing:

To: **Non-Profit Organization:**
 Attention: Dorla Leslie, Executive Director
 4101 Parker Avenue
 West Palm Beach, FL 33405
 561-616-1222
 dorla@ctrfam.org

With a copy to: Delferine Spooner, CFO
 4101 Parker Avenue
 West Palm Beach, FL 33405
 561-616-1222
 dspooner@ctrfam.org

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

To: **COUNTY:** Robert Weisman, County Administrator
Palm Beach County Board of County Commissioners
301 N. Olive Avenue, 11th FL
West Palm Beach, FL 33401
Telephone: 561-355-2712

With a copy to: County Attorney's Office
Palm Beach County Board of County Commissioners
301 N. Olive Avenue, Suite 601
West Palm Beach, FL 33401
Telephone: 561-355-2225

Section 16 Entire Agreement

This Agreement represents the entire agreement between the Non-Profit Organization and the County and supersedes all prior agreements or representations, whether written or oral, with respect to the subject matter hereof. No provision of this Agreement may be changed or amended except by written agreement signed by both Agencies. This Agreement shall be binding upon the Non-Profit Organization and the County and their respective successors and assigns.

Section 17 Filing

This Agreement will become effective upon filing a copy of the signed Agreement with the Palm Beach County Clerk & Comptroller's Office.

Section 18 Participation

This Agreement shall not be construed against the party who drafted the same as all parties to this Agreement have participated in drafting the same.

Section 19 Venue for Dispute Resolution

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

This Agreement shall be construed in accordance with the laws of the State of Florida. Should any litigation arise from this Agreement, venue shall lie in Palm Beach County, Florida.

Section 20 Binding Agreement

This Agreement is binding upon the parties hereto, their heirs, successors, and assigns.

Section 21 Subject to Funding

This Agreement is subject to fiscal funding.

Section 22 Nondiscrimination

The Non-Profit Organization warrants and represents that all of its employees are treated equally during employment without regard to race, color, religion, disability, sex, age, national origin, ancestry, marital status, familial status, sexual orientation, gender identity and expression.

Section 23 Access and Audits

Palm Beach County has established the Office of the Inspector General in Ordinance 2009-049, as may be amended, which is authorized and empowered to review past, present and proposed County contracts, transactions, accounts and records. The Inspector General has the power to subpoena witnesses, administer oaths and require the production of records, and audit, investigate, monitor, and inspect the activities of the Non-Profit Organization, its officers, agents, employees, and lobbyists in order to ensure compliance with contract requirements and detect corruption and fraud solely in relation to this agreement. Failure to cooperate with the Inspector General or interference or impeding any investigation shall be in violation of Ordinance 2009-049, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Section 22 Signatories to the Agreement

ATTEST:

Sharon R. Bock, Clerk & Comptroller

**Palm Beach County, Florida, By Its
Board of County Commissioners**

By: _____
Deputy Clerk

By: _____
Burt Aaronson, Chairperson

(SEAL)

**APPROVED AS TO FORM AND
LEGAL SUFFICIENCY**

By: Paul E. J.
County Attorney

**APPROVED AS TO TERMS AND
CONDITIONS**

By: Steve Bordelon
Director, ISS

ATTEST: Non-Profit Organization

By: Darla Leslie
Dorla Leslie, Executive Director

**APPROVED AS TO FORM AND
LEGAL SUFFICIENCY**

By: Jean Meisner
Jean Meisner
BOARD CHAIRPERSON

By: _____
,Non-Profit Organization Attorney

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

EXHIBIT A

**PALM BEACH COUNTY INFORMATION SYSTEMS SERVICES
SERVICE LEVEL AGREEMENT**

The purpose of this Service Level Agreement is to identify the roles and responsibilities of ISS and the Non-Profit Organization in carrying out the terms of the Interlocal Agreement re: Interconnection to the Palm Beach County Network. This Service Level Agreement delineates the services to be provided by ISS, sets forth network availability standards, establishes an escalation protocol, and describes the associated costs and payment requirements.

I. Annual Planning and Service Level Agreement Review

There will be an annual review of this Service Level Agreement (SLA). The SLA will document the types of network services to be provided under the Agreement, as well as the annual cost of these services, and the roles and responsibilities of each Non-Profit Organization.

Connection to the Network must be approved by both the County and the Non-Profit Organization if said connection affects the entire Network. However, all connections must meet the agreed-upon technical specifications.

II. Description of Services

A. Baseline services from ISS will include:

1. Ongoing maintenance of connectivity to the demarcation point(s);
2. Central network security will be maintained by ISS at the ISS router port that feeds the Non-Profit Organization's network (router) connection. If necessary, security may shut down the entire building feed to protect the networked systems from computer worms and viruses;
3. Network Design;
4. Acquisition and management of Network assets;
5. Installation or relocation of network connections, wiring upgrades, installation of bandwidth upgrades, or other specialized services;
6. Network equipment maintenance;

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

7. Network security on ISS side of demarcation point;
8. Monitoring of Network performance;
9. Trouble reporting and tracking;
10. Maintenance of the environmental factors in the facilities and closets housing equipment crucial to the health and stability of the Network, including air conditioning, power conditioning, and UPS equipment; and
11. Disaster recovery protection, system reliability, and stability during power outages.

B. Non-Profit Organization Responsibilities

1. All intra-building network maintenance and security of the facility;
2. Ensuring that back-door connectivity behind the building router is prohibited;
3. Provisioning of its Dynamic Host Configuration Protocol (DHCP) services;
4. Building infrastructure connectivity;
5. All grid (jack), wiring identification, and tracking for Non-Profit Organization-owned facilities;
6. The Non-Profit Organization agrees to provide, where possible, network engineers or technicians to assist with all portions of network operations, from provisioning to troubleshooting. Initial diagnostic actions will ideally be performed by Non-Profit Organization staff to evaluate whether the cause of any system problem is associated with factors under the control of the Non-Profit Organization; and
7. The Non-Profit Organization shall install network security hardware and software as specified by the County to minimize the risk of a virus and surreptitious or otherwise inappropriate network entry. The Non-Profit Organization will modify and enhance security procedures, hardware, and software as required by the County or to the satisfaction of the County ISS Department to prevent unauthorized access to the County Network.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

8. The Non-Profit Organization may request changes in network services. Requests for changes shall be submitted to the County ISS Director, or designee, for action. The Non-Profit Organization shall be advised of the disposition of the request within thirty (30) calendar days of submission. Such request shall include extension of Network services to additional sites identified by the Non-Profit Organization. The Non-Profit Organization shall be responsible for all reasonable costs associated with requested changes to the Network services approved by the County, which approval shall not be unreasonably withheld.
9. The Non-Profit Organization will provide, at its expense, the following equipment and facilities at each Non-Profit Organization location (if required):
 - An environmentally stable and secure area large enough to accommodate a 19"-wide rack with a height up to 7 feet. This area shall contain two (2) dedicated electrical circuits for providing power to the switching equipment;
 - Air conditioning units which deliver a capacity of BTUs to the equipment room as specified by the manufacturer of equipment installed at the Non-Profit Organization's site; and the Non-Profit Organization shall periodically monitor to ensure temperatures are within acceptable limits.
10. The Non-Profit Organization shall adhere to a documented plan of security strategies deployed to prevent unauthorized access into the physical location(s) where Network access could be gained. Further, the Non-Profit Organization shall ensure that it has robust and efficient security software and procedures in place to prevent unauthorized access to the Network.
11. The Non-Profit Organization shall promptly pay for the County's reasonable charges which will be invoiced quarterly.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

III. Availability of the County Network Services

The County will provide the Non-Profit Organization with access to the County's Network on a best-effort basis. The County's goal will be to provide 99.9% availability. The County reserves the right to prioritize its maintenance and recovery efforts, while at the same time providing availability to the Non-Profit Organization.

In the event that network availability is documented by the County and declared by the Non-Profit Organization to be less than 99.9% for two (2) consecutive months, the Non-Profit Organization shall not be liable for service fees beyond the date of said declaration of non-performance until service is satisfactorily restored. The reduction of previously paid or dismissal of unpaid service fees will be calculated on a pro-rata basis.

The County will monitor the Non-Profit Organization's utilization of the Network to ensure sufficient capacity. Should the sustained usage exceed 60% for a period of 30 days or more, the County will initiate a bandwidth upgrade. Estimated upgrade completion time is within 60 days.

IV. Protocol for Reporting Network Service Problems

All service issues should be reported to the Non-Profit Organization's IT support staff. If the Non-Profit Organization's initial diagnosis of the reported problem indicates that it is related to Network connectivity (e.g., connection lost, slow response time) rather than a problem at the application, server, or desktop level, the technician should immediately report the service problem to the ISS Network Operations Center at 355-6700. All service problems reported by the Non-Profit Organization will be recorded and tracked in the County's Automated Help Desk System until problem resolution and service restoration. Response time service levels are established at the time the call is reported based on the severity of the issue. The service level target for problem diagnosis and response to the Non-Profit Organization is within one (1) hours of the reported problem. The County also employs an escalation process for problems which are not resolved according to the established standards.

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

V. Facility Access for Network Service and Maintenance

The County shall coordinate with and obtain prior written approval from the Non-Profit Organization's designee as to the time of any planned maintenance, repair, or installation work. However, the Non-Profit Organization shall provide the County with access to its equipment on a 24-hour/7-day per week basis. During normal business hours, the County shall ensure that all ISS personnel or contractors representing the County sign in prior to commencing any work, and sign out prior to leaving the facility.

On weekends, holidays, or after normal business hours, the County's representative shall call the Non-Profit Organization to report any emergency that requires access to any Non-Profit Organization facility. The Non-Profit Organization shall make reasonable efforts to arrange for access of County's personnel as quickly as possible.

The County shall supply the Non-Profit Organization with a list of authorized ISS employees who will carry in their possession badges for identification purposes. All individuals permitted access to the Non-Profit Organization must be fingerprinted and shall be subjected to a "background check". All of the County's contractors' employees, agents, contractors, and subcontractors must undergo a background check and fingerprinting in accordance with FBI CJIS security policies.

The County represents that it has verified, prior to entering into this Agreement, that neither the County or County's contractors, nor any of their respective employees, agents, or representatives who have been convicted or who are currently under investigation for a crime delineated in Florida Statutes §435.04 shall have access to the Non-Profit Organization facilities under the Agreement.

VI. Problem Escalation Contacts:

Palm Beach County ISS

Palm Beach County 24x7 Network Services Help Desk: 561-355-6700

Michael Butler, Director of ISS Network Services:
561-355-4601 (office)
561-722-0850 (cell)

Phil Davidson, Deputy Director of ISS Operations:
561-355-3956 (office)

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

561-722-3349 (cell)

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

Steve Bordelon, Director of ISS:
561-355-2394 (office)
561-713-3197 (cell)

Non-Profit Organization Information Systems

Hours of Operation: 9:00 am to 5:00 pm
Emergency Contact Number:
Robert Kurimski, Director of Information Technology, 561-707-4750

VII. Fees and Charges for Network Connectivity and Related Services

One of the goals of this Agreement is to establish the lowest competitive pricing for the County Network Services provided to the Non-Profit Organization. The usage fees for connection to the County's Network and Internet provisioning shall be a flat monthly fee of \$700 for the initial point of connection with the first month fee pro-rated from the agreed cut-over date. Additional locations to be connected shall be charged at a metered usage rate of \$50 per megabit based on the 95th percentile billing model. Using this model, the County will measure the traffic levels from the switch or router at the Non-Profit Organization's location every 30 seconds and record it in a log file. At the end of every month, the samples are grouped into 5 minute averages and sorted from highest to lowest, and the top 5% (which equal to approximately 36 hours of a 30-day billing cycle) of the data is discarded. The next highest measurement from this data becomes the billable utilization for the month. However, the metered usage charge will not exceed \$250 per month per additional location. If the Non-Profit Organization's calculated usage charge exceeds the \$250 per month baseline amount for two consecutive months, the County will contact the Non-Profit Organization and assist in identifying the cause for the rise in usage. If the usage is determined to be valid, the County and the Non-Profit Organization will modify Section VII of Exhibit A to accommodate the increased usage with an appropriate rate adjustment. An additional usage fee of \$50 per month will be charged for connectivity to the Northwest Regional Data Center (NWRDC) if the Non-Profit Organization chooses to use the NWRDC for hosting services. The Non-Profit Organization may contract directly with NWRDC for hosting services or may use PBC provided hosting at NWRDC. If the Non-Profit Organization chooses to utilize PBC provided hosting, a separate fee schedule for hosting services will be provided. Charges shall be assessed on a monthly basis, and the County will invoice the Non-Profit Organization quarterly. Charges shall be assessed on a monthly basis, and the County will invoice the Non-Profit Organization quarterly. In order to minimize the impact of the initial fiber construction cost, the County will fund the initial cost of \$6482.50

Agreement Between Palm Beach County and the Center for Family Services

Re: Interconnection to the Palm Beach County Network

which will then be recovered over the first 13 months of the agreement at a cost of \$498.65 per month. This will be in addition to the \$700 per month connection fee. To summarize, the County will charge the Non-Profit Organization \$1198.65 per month for the first 13 months after which the charge for connectivity will drop to \$700 per month.

A. Cost Components

A portion of the flat monthly fee identified above includes direct costs incurred by Palm Beach County to connect to the Florida LambdaRail. In the event the Board of Directors of the Florida LambdaRail institute a pricing change, Palm Beach County agrees to review the financial impact and make appropriate rate adjustments on an annual basis.

B. Billing and Payment

The ISS Director may, at his/her discretion, permit staff resources to assist the Non-Profit Organization in the execution of certain Information Technology responsibilities, assuming that the Non-Profit Organization agrees to fully reimburse the County for all reasonable costs associated with the rendering of ISS staff assistance. Reasonable costs include the staff's hourly salary rate, fringe benefits, overtime (if applicable), travel, and administrative overhead. These components have all been factored into the standard hourly billing rates as part of the ISS Cost Allocation Plan and will be subject to modification on an annual basis.

The County shall submit quarterly invoices to the Non-Profit Organization which shall include a reference to the Agreement and identify the amounts due and payable to the County. The Non-Profit Organization will pay such invoices within 30 days of presentation by the County. If the Non-Profit Organization in good faith disputes any portion of a charge, the County shall be provided with written notice of the billing dispute within 30 days thereafter. Dispute resolution between the County and the Non-Profit Organization shall be in accordance with Florida law.