

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

Meeting Date: October 21, 2014 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 the First Amendment to Interlocal Agreement R2014-0171 for network services with the Health Care District of Palm Beach County resulting in a net decrease of \$6,660 in revenues to Palm Beach County.

Summary: The Health Care District of Palm Beach County (HCD) has an existing network services agreement with Palm Beach County (R2014-0171) for an initial term of one (1) year with automatic one-year renewals unless notice is given by either party. This First Amendment removes a location in Belle Glade and adds a new clinic location at Palm Beach Lakes High School. The revised total annual service revenue is \$44,040 for FY 2015, with the net fiscal decrease of \$6,660 and a \$2,474 increase in reimbursable costs for fiber optic construction activities. The Florida LambdaRail LLC has approved connection of HCD to the Florida LambdaRail. Countywide (PFK)

Background and Justification: The existing Interlocal Agreement enables HCD to utilize County network services at 11 HCD locations throughout the County. This First Amendment removes a location in Belle Glade and adds a new clinic location at Palm Beach Lakes High School. The revised total annual service revenue is \$44,040 for FY 2015, a net fiscal decrease in service revenue of \$6,660, and a net increase in reimbursable costs of \$2,474.

The Health Care District is an independent taxing district that provides an array of health care services to the County's indigent population and is also one of the largest public sector agencies receiving network services from the County. This partnership reduces the overall costs of telecommunication services while providing greater network bandwidth thus benefitting all parties, especially considering that the County and Health Care District are funded through countywide ad valorem taxes.

This is one of many examples of shared services agreements that Palm Beach County has with non-profit organizations, local governments, tax districts, and educational institutions. A list of all existing ISS service agreements with external agencies is included as attachment 3.

Attachments:

1. First Amendment with Health Care District of Palm Beach County (3 originals)
 2. Copy of Agreement R2014-0171 dated 2/4/2014
 3. ISS Service Agreements with External Agencies
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Recommended by:	<u>Steve Bordelon</u>	<u>9-22-2014</u>
	Department Director	Date
Approved by:	<u>[Signature]</u>	<u>9/26/14</u>
	County Administrator	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Capital Expenditures	\$2,474	0	0	0	0
Operating Costs	\$0	0	0	0	0
External Revenues	<u>\$4,186</u>	<u>\$6,660</u>	<u>\$6,660</u>	<u>\$6,660</u>	<u>\$6,660</u>
Program Inc (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
In-Kind Match (County)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
NET FISCAL IMPACT	<u>\$6,660</u>	<u>\$6,660</u>	<u>\$6,660</u>	<u>\$6,660</u>	<u>\$6,660</u>

Additional FTE Positions (Cumulative) 0 0 0 0 0

Is Item Included in Current Budget Yes X No

Expenditure Budget Number: Fund 3901 Dept 491 Unit 1255 Object 4674
Revenue Budget Number: Fund 0001 Dept 490 Unit 1300 RevSrc 4900

*The First Amendment effective date for these rates will be on the 4th quarter FY 2014 billing (July-September 2014).

B. Recommended Sources of Funds / Summary of Fiscal Impact

This First Amendment adds one new location (Palm Beach Lakes HS Clinic, WPB), deletes one location (CL Brumback Health Center, BG), and adjusts bandwidth provided at selected locations, resulting in a net fiscal decrease in service revenue of \$6,660 for FY 2015 and a net increase in reimbursable costs of \$2,474.

C. Department Fiscal Review: *Robert A. Fiscal 9/23/14*

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Development & Control Comments:

<p><i>4/10 JJ 9/23 2014</i></p> <p><u><i>Michael A. Taylor</i></u> OEMB</p>	<p><u><i>Dr. J. Jacobson 9/24/14</i></u> Contract Administration <i>5-24-14 Wheeler</i></p>
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B. Legal Sufficiency:

Paul F. [Signature] *9/26/14*
Assistant County Attorney

C: Other Department Review:

Department Director

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

FIRST AMENDMENT

**To the Interlocal Agreement with the
Health Care District of Palm Beach County (R2014-0171)**

THIS AMENDMENT is made and entered into _____ 2014, by and between the Health Care District of Palm Beach County (“HCD”) and Palm Beach County (“County”), a political subdivision of the State of Florida.

WHEREAS, the parties have entered into that certain Interlocal Agreement **R2014-0171** dated February 4, 2014 hereinafter referred to as the “Agreement”, under which the County provided connectivity to the Palm Beach County Network as stated in that Agreement, to HCD. The County and HCD wish to amend that Agreement.

WHEREAS, the parties agree to amend the Agreement as follows:

Item #1:

Agreement, Section 18: Nondiscrimination. Replace entire section with the following:

Both parties warrant and represent 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, or genetic information.

Item #2:

Exhibit A, Section N: Fees and Charges for Network Connectivity and Related Services. Replace the billing matrix with the following:

HCD Network Service and Billing Matrix						
Location	Service Start Date	Band-width	Installation Charges	Monthly County Charges	Monthly FL LambdaRail Charges	Yearly Charges (excl. Install)
Main Office 2601 10 th Avenue North, Palm Springs, FL 33461	8/1/2014	50Mb	\$13,391.10	\$550	\$0	\$6,600
EJ Healey Center 5101 W Blue Heron Blvd, Riviera Beach, FL 33404	9/1/2014	20Mb	\$2,500	\$350	\$0	\$4,200
Trauma Hawk (50Mb MPLS and 20Mb Internet) 4255 Southern Blvd, West Palm Beach, FL 33406	2/23/2010	50Mb	\$0	\$790	\$100	\$10,680

West Palm Beach Health Center 1150 45 th Street, West Palm Beach, FL 33407	8/1/2014	10Mb	\$0	\$150	\$0	\$1,800
Pharmacy Distribution Center 3800 S Congress Avenue, Boynton Beach, FL 33426	8/1/2014	10Mb	\$9,560	\$150	\$0	\$1,800
Delray Beach Health Center 225 S Congress Avenue, Delray Beach, FL 33444	8/1/2014	10Mb	\$270.99	\$150	\$0	\$1,800
Lantana Lake Worth Health Center 1250 Southwinds Drive, Lantana, FL 33462	8/1/2014	10Mb	\$319.42	\$150	\$0	\$1,800
Lakeside Medical Center (80% MPLS / 20% Internet) 39200 Hooker Hwy, Belle Glade, FL 33430	8/1/2014	50Mb	\$6,585.50	\$670	\$0	\$8,040
Belle Glade Eligibility Office 1201 NW Avenue L, Belle Glade, FL 33430	9/1/2014	10Mb	\$1,500	\$150	\$0	\$1,800
Physician's Office (75% MPLS / 25% Internet) 941 SE 1 st Street, Belle Glade, FL 33430	8/1/2014	20Mb	\$4,337.50	\$410	\$0	\$4,920
RAM Clinic at PBLHS 3505 Shiloh Drive, West Palm Beach, FL 33407	9/1/2014	3Mb	\$5,599	\$50	\$0	\$600
TOTALS			\$44,063.51	\$3,570	\$100	\$44,040

Explanation of Charges:

Installation Charges – This is an estimated cost. The actual final cost for this installation will be billed to the HCD as a one-time invoice based on (1) the billing statement from the vendor for this work and (2) the actual cost to County of the equipment installed and labor.

Monthly County Charges – The monthly charge paid by the HCD based on the County Rate Sheet for Network Services. The effective date for these rates will be on the 4th quarter FY 2014 billing.

Monthly Florida LambdaRail (FLR) Charges – FLR charges the County this fee to connect the HCD to the FLR via PBCnet. This fee is set by the agreement between the County and the FLR and is subject to change. This fee is a direct pass through cost to the HCD (**see Sub-section N1. - Cost Components below**).

Yearly Charges – The total annual recurring charges, excluding installation charges, paid by HCD.

All other provisions of the aforementioned Agreement, as amended, are hereby confirmed and, except as provided herein, are not otherwise altered or amended and shall remain in full force and effect.

IN WITNESS WHEREOF, the parties, by and through their duly authorized agents, have hereunto set their hands and seals on the date indicated above.

ATTEST:

Sharon R. Bock, Clerk & Comptroller

Palm Beach County, By Its
Board of County Commissioners

By: _____
Deputy Clerk

By: _____
Priscilla A. Taylor, Mayor

(SEAL)

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

APPROVED AS TO TERMS AND
CONDITIONS

By: Paul F. J. J.
County Attorney

By: Steve Bordelon
Steve Bordelon, Director, ISS

Health Care District of Palm Beach County

ATTEST:

By: R. J. Wiewora
Ronald J. Wiewora, CEO

(SEAL)

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: Nicholas W. Romanello
Nicholas W. Romanello,
HCD Legal Counsel

R2014-0171
Interlocal Agreement

This Interlocal Agreement ("Agreement") for information technology ("IT") services is entered into this ____ day of **FEB 04 2014**, 2014, by and between the Health Care District of Palm Beach County ("HCD") and Palm Beach County ("County") a political subdivision of the State of Florida. This Agreement rescinds and replaces existing Interlocal Agreement R2010-0279, dated 02/23/2010.

WITNESSETH THAT:

WHEREAS, Section 163.01, Florida Statutes, known as the "Florida Interlocal Cooperation Act of 1969," authorizes local governments to make the most efficient use of their powers by enabling them to cooperate with other localities on a basis of mutual advantage and thereby to provide services and facilities that will harmonize geographic, economic, population and other factors influencing the needs and development of local communities; and

WHEREAS, Part I of Chapter 163, Florida Statutes, permits public agencies as defined herein to enter into Agreements with each other to jointly exercise any power, privilege, or authority which such agencies share in common and which each might exercise separately; and

WHEREAS, the HCD and the County have recognized the need for the HCD to obtain IT services ("IT") for the purpose of gaining access to IT resources at a cost savings due to the ability of Palm Beach County to leverage its resources for the greater good of citizens of Palm Beach County, the State of Florida, and any public sector organization that can benefit from these services; and

WHEREAS, in recognizing these facts, the HCD and the County desire to enter into such an agreement which provides for the joint use of such IT assets 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:

Section 1 Purpose

The purpose of this Agreement is to provide IT services to the HCD for the purposes described in the attached Exhibit A.

Section 2 Approval

The County approves of the HCD's participation in the use of the County's IT resources and any other services as specified in the attached Exhibit A.

Section 3 Exhibits

The attached Exhibit A made a part hereof, delineate the services to be provided to the HCD by the County through its Information Systems Services (ISS) Department, identify the roles and responsibilities of the County and the HCD in this regard, and set forth an issue, communication, escalation and resolution process, as well as methodologies for billing and paying the quarterly service charges for IT services.

Section 4 Term

The term of this Agreement including Exhibit A, unless terminated as provided herein, is for a period of one (1) year. This Agreement and Exhibit A shall automatically be renewed annually unless either party gives written notice of termination as provided for in Section 6 herein. The effective date is the date of approval by the Board of County Commissioners.

Section 5 Resale of IT Services

The HCD shall not share or resell any portion of the County's IT Infrastructure 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 Termination for Convenience

Either party may terminate its participation in this Agreement upon sixty (60) 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.

Section 7 Indemnification and Hold Harmless

The HCD 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.

The parties to this Agreement acknowledge the potential of unlawful hacking to gain surreptitious access into confidential systems. The County 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, databases, 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 8 Insurance

Insurance requirements are identified by the services obtained and are included in the Exhibit(s).

Section 9 Damage Caused by Disasters

Should the County's IT infrastructure be damaged or destroyed by a natural or man-made event to the extent that the cost to repair or replace these services becomes economically unfeasible, this Agreement is automatically terminated at the sole discretion of the County, unless the

governing bodies of both the HCD and County authorize its continuation and associated funding to repair or restore the affected area(s).

Section 10 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

Section 11 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: Health Care District of Palm Beach County
Ronald J. Wiewora, Chief Executive Officer
2601 10th Avenue North, Suite 100
Palm Springs, FL 33461
(Telephone: 561-659-1270)

With a copy to: Darcy Davis, Chief Financial Officer
Health Care District of Palm Beach County
2601 10th Avenue North, Suite 100
Palm Springs, FL 33461
(Telephone: 561-659-1270)

With a copy to: Nicholas W. Romanello, Esq.
Health Care District of Palm Beach County
2601 10th Avenue North, Suite 100
Palm Springs, FL 33461

(Telephone: 561-659-1270)

To: **COUNTY:** Robert Weisman, County Administrator
c/o Steve Bordelon, Information Systems Services Director
Palm Beach County Board of County Commissioners
301 N. Olive Avenue, 8th floor
West Palm Beach, FL 33401
(Telephone: 561-355-2394)

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 12 Entire Agreement

This Agreement represents the entire agreement between the HCD 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 parties. This Agreement shall be binding upon the HCD and the County and their respective successors and assigns.

Section 13 Filing

This Agreement shall be filed with the Palm Beach County Clerk & Comptroller's Office.

Section 14 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 15 Venue for Dispute Resolution

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 16 Binding Agreement

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

Section 17 Subject to Funding

Each party's performance and obligations for subsequent fiscal years are contingent upon annual appropriations for its purpose.

Section 18 Nondiscrimination

Both parties warrant and represent 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 19 Access and Audits

The HCD shall maintain adequate records to justify all charges, expenses, and costs incurred in estimating and performing any work under this Agreement for at least three (3) years after completion or termination of this Agreement. The County shall have access to such books, records, and documents as required in this section for the purpose of inspection or audit during normal business hours, at the HCD's place of business.

Section 20 Inspector General

Palm Beach County has established the Office of the Inspector General in Palm Beach County Code, Section 2-421 – 2-440, as may be amended. The Inspector General's authority includes but is not limited to the power to review past, present and proposed County contracts/agreements, transactions, accounts and records, to require the production of such records, and to audit, investigate, monitor, and inspect the activities of the HCD, its officers, agents, employees, and lobbyists in order to ensure compliance with contract/agreement requirements and detect corruption and fraud.

Failure to cooperate with the Inspector General or interference or impeding any investigation shall be in violation of Palm Beach County Code, Section 2-421 – 2-440, and punished pursuant to Section 125.69, Florida Statutes, in the same manner as a second degree misdemeanor.

Section 21 Regulations, Licensing Requirements

The HCD shall comply with all laws, ordinances and regulations applicable to the services contemplated herein, to include those applicable to conflict of interest and collusion. The HCD is presumed to be familiar with all federal, state and local laws, ordinances, codes and regulations that may in any way affect the services offered.

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R2014 10171 FEB 04 2014

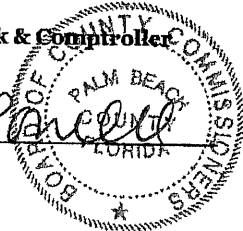
ATTEST:

Sharon R. Bock, Clerk & Comptroller

Palm Beach County, By Its Board of County Commissioners

By: *Sharon R. Bock*
Deputy Clerk

By: *Priscilla A. Taylor*
Priscilla A. Taylor, Mayor



(SEAL)

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

APPROVED AS TO TERMS AND CONDITIONS

By: *Paul F. G.*
County Attorney

By: *Steve Bordelon*
Steve Bordelon, Director, ISS

Health Care District of Palm Beach County

ATTEST:

By: *R. J. Wiewora*
Ronald J. Wiewora, CEO

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

By: *Nicholas W. Romanello*
Nicholas W. Romanello,
HCD Legal Counsel

EXHIBIT A

PALM BEACH COUNTY INFORMATION SYSTEMS SERVICES NETWORK SERVICES

The purpose of this Exhibit is to delineate the network services to be provided to the Health Care District of Palm Beach County ("HCD") by Palm Beach County ISS ("County") to identify the roles and responsibilities of the County and the HCD in this regard, to establish a problem resolution and issue escalation procedure, and to specify associated costs and payment requirements.

These network services originally commenced on 02/23/2010.

Section A: General Requirements for Network Services

Network services must be approved by both the County and the HCD if said connection affects the entire network. However, all network services must meet the agreed-upon technical specifications.

The County shall provide the HCD with access to the County's network on a best-effort basis and as otherwise provided for herein.

Section B: 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 routers 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 HCD owned facilities. The HCD shall maintain that portion of its own network which exclusively serves its facilities.

The County shall monitor bandwidth utilization on any network link between the County and the HCD.

Should the County perform repair and maintenance functions on behalf of the HCD, it is with the understanding that the County's responsibility extends only to the HCD "demarcation point." The demarcation point is the location which defines where issues of maintenance responsibilities begin and end, considered to be County-owned network equipment inside each of the HCD's buildings or facilities connected to the County network. The County will be responsible for maintaining all network infrastructures to the point of the network equipment connection to the HCD demarcation point(s). Entrance facilities at HCD owned locations from the road to demarcation point belong to the HCD, 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, all 802.16 radio equipment, and the County routers installed at the HCD. The County shall have no obligation or right to perform maintenance or restoration on any electronics or other equipment owned by the HCD or any third party. 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 HCD owned electronics or other equipment.

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

Section C: Network Equipment Ownership

The County, as represented by the County, shall own all of its network equipment and assets. The HCD shall continue to maintain ownership of its current network assets. Only the County is permitted to connect, expand, or otherwise routinely modify its 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 HCD 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.

Section D: Network Connection

The HCD will be provided with a connection to the Palm Beach County fiber network to meet the network service requirements as specified in this Exhibit. The HCD shall pay the installation charges and monthly charges as set forth in this Exhibit.

Section E: Modifications to Network

If the HCD proposes a modification or connection of a new building to the network, it shall notify and submit any applicable construction documents to the County at least thirty (30) calendar days prior to the date construction activities are expected to commence. Should the planned activities of the HCD require the network to be upgraded, the HCD shall be solely responsible for payment of all costs associated with such modifications, unless there is prior agreement with 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 HCD 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 HCD 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 F: Network Interferences

The County shall have no requirement to purchase, install, operate, or maintain any equipment on the premises of the HCD. However, should any equipment owned by the HCD render any harmful interference to the County's network equipment, the County may disconnect any or all HCD owned network connections after informing the HCD's designated technical Point of Contact (POC) of the underlying reasons for the planned action to disconnect network 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. The County will utilize its best efforts to prevent any unanticipated network outages should interferences be noted.

Section G: Damage Caused by Disasters

Should the network sustain damage to an Auxiliary Route used only by either the HCD or the County, the owning party shall determine if the cable will be repaired or replaced.

Section H: Network Security

The parties to this Exhibit acknowledge the potential of unlawful hacking to gain surreptitious access into confidential systems. The County has implemented 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, databases, 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 I: Description of Services

A. Baseline services from the County through the County will include:

1. ongoing maintenance of connectivity to the demarcation point(s);
2. central network security at the County router port that feeds the HCD network router connection;

If necessary, security may shut down the HCD's 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 installation and maintenance;
7. network security on County side of the demarcation point;
8. monitoring of network performance;
9. trouble reporting and tracking;
10. maintenance of the environmental factors in the County's 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. HCD Responsibilities will include:

1. all intra-building Network maintenance and security ;
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 HCD owned facilities;
6. providing, where possible, network engineers or technicians to assist with all portions of network equipment attachments, from provisioning to troubleshooting;

Initial diagnostic actions will ideally be performed by the HCD technical staff to evaluate whether the cause of any system problem is associated with factors under the control of the HCD.

7. ensuring that network security hardware and software is installed in order to minimize the risk of a virus and surreptitious or otherwise inappropriate network entry;

The HCD will ensure that security procedures, hardware, and software are in place to prevent unauthorized access to the County network from HCD owned network property.

8. requesting changes in network equipment attachments services;

Requests for changes shall be submitted to ISS Director, or designee, for action. The HCD 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 HCD. The HCD shall be responsible for all reasonable costs associated with requested changes to network services approved by the County, which approval shall not be unreasonably withheld.

9. providing, at its expense, the following equipment and facilities at each HCD owned building (if required):
 - an environmentally stable and secure area large enough to accommodate a 19"-wide rack with a height up to 7 feet; and
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 HCD's site.
The HCD shall periodically monitor the air conditioning units to ensure temperatures are within acceptable limits.
10. adhering to a documented plan of security strategies deployed to prevent unauthorized access into the physical location(s) where network access could be gained, and ensuring that it has robust and efficient security software and procedures in place to prevent unauthorized access to the network; and
11. promptly paying for the County's charges, such charges being set out in Section N of this Exhibit, which charges will be invoiced quarterly.

Section J: Availability of County Network Services

The County will provide the HCD with access to the County 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 HCD.

In the event that Network availability is documented by the County and declared by the HCD to be less than 99.9% for two (2) consecutive months, the HCD shall not be liable for service charges 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.

Section K: Protocol for Reporting Network Service Problems

All service issues should first be reported to the HCD's IT support staff. If the HCD'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 computer level, the IT technician should immediately report the service problem to the County Network Operations Center at 561-355-HELP (4357). All service problems reported by the HCD 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 HCD is within one (1) hour of the reported problem. The County also employs an escalation process for problems which are not resolved according to the established standards.

Section L: Access for Network Service and Maintenance

The County shall coordinate with and obtain prior written approval from the HCD designee as to the time of any planned maintenance, repair, or installation work. However, the HCD 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 the County 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 HCD to report any emergency that requires access to any HCD owned facility. The HCD shall make reasonable efforts to arrange for access of the County's personnel as quickly as possible. Authorized County employees will carry in their possession badges for identification purposes.

Section M: Issue Escalation Contacts

Palm Beach County ISS

Palm Beach County 24x7 Network Services Help Desk: 561-355-HELP (4357)

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

Phil Davidson, Deputy Director of ISS
561-355-3956 (office)
561-722-3349 (cell)

Steve Bordelon, Director of ISS
561-355-2394 (office)
561-386-6239 (cell)

HCD Information Services

Richard Roche, Executive Director of Information Technology
561- 804-5900

Cindy Yarbrough, Assistant Information Technology Director
561-804-5900
cyarbro@hcdpbc.org

Tim Shivery, Senior Systems Security Analyst
HIPAA Security Officer
561-804-5877
tshivery@hcdpbc.org

Mark Koester, Network Analyst
561-804-5887
mkoester@hcdpbc.org

Ben Bradt, Network Analyst
561-804-5883
bbradt@hcdpbc.org

Section N: 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's network services provided to the HCD.

The County will serve as project manager and incur all costs associated with the installation and connection of the network and network equipment at the HCD's building. The HCD will be responsible for reimbursement to the County of said costs, as listed and described in the Table below under "Installation Charges".

Service charges, as listed and described in the Table below, will be assessed on a monthly basis, and the County will invoice the HCD quarterly.

HCD Network Service and Billing Matrix						
Location	Service Start Date	Band-width	Installation Charges	Monthly County Charges	Monthly FL LambdaRail Charges	Yearly Charges (excl. Install)
Main Office 2601 10 th Avenue North, Palm Springs, FL 33461	4/1/2014	50Mb	\$7,930	\$550	\$0	\$6,600
BJ Healey Center 5101 W Blue Heron Blvd, Riviera Beach, FL 33404	4/1/2014	20Mb	\$2,500	\$350	\$0	\$4,200
Trauma Hawk (50% Internet / 50% MPLS) 4255 Southern Blvd, West Palm Beach, FL 33406	2/23/2010	50Mb	\$0	\$975	\$100	\$12,900
West Palm Beach Health Center 1150 45 th Street, West Palm Beach, FL 33407	3/1/2014	10Mb	\$0	\$150	\$0	\$1,800
Pharmacy Distribution Center 3800 S Congress Avenue, Boynton Beach, FL 33426	4/1/2014	10Mb	\$5,625	\$150	\$0	\$1,800
Delray Beach Health Center 225 S Congress Avenue, Delray Beach, FL 33444	3/1/2014	10Mb	\$200	\$150	\$0	\$1,800
Lantana Lake Worth Health Center 1250 Southwinds Drive, Lantana, FL 33462	3/1/2014	10Mb	\$200	\$150	\$0	\$1,800
Lakeside Medical Center (20% Internet / 80% MPLS) 39200 Hooker Hwy, Belle Glade, FL 33430	4/1/2014	50Mb	\$13,000	\$750	\$0	\$9,000
Belle Glade Eligibility Office 1201 NW Avenue L, Belle Glade, FL 33430	4/1/2014	10Mb	\$1,500	\$150	\$0	\$1,800
Cl Brumback Health Center 38754 SR 80, Belle Glade, FL 33430	3/1/2014	10Mb	\$3,125	\$150	\$0	\$1,800
Physician's Office (50% Internet / 50% MPLS) 941 SE 1 st Street, Belle Glade, FL 33430	4/1/2014	20Mb	\$1,500	\$600	\$0	\$7,200
TOTALS			\$35,580	\$4,125	\$100	\$50,700

Explanation of Charges:

Installation Charges – This is an estimated cost. The actual final cost for this installation will be billed to the HCD as a one-time invoice based on (1) the billing statement from the vendor for this work and (2) the actual cost to County of the equipment installed and labor.

Monthly County Charges – The monthly charge paid by the HCD based on the County Rate Sheet for Network Services.

Monthly Florida LambdaRail (FLR) Charges – FLR charges the County this fee to connect the HCD to the FLR via PBCnet. This fee is set by the agreement between the County and the FLR and is subject to change. This fee is a direct pass through cost to the HCD (see **Sub-section N1. - Cost Components** below).

Yearly Charges – The total annual recurring charges, excluding installation charges, paid by the HCD.

The County has received approvals from the FLR for the HCD to be connected to the Palm Beach County fiber network and gain access to the FLR for either internet or transport purposes.

N1. Cost Components

The monthly FLR fee identified above includes direct costs incurred by the County to connect to the FLR. In the event the Board of Directors of the FLR implement a pricing change, the County agrees to review the financial impact and make appropriate rate adjustments.

N2. Billing and Payment

The County shall submit quarterly invoices to the HCD which shall include a reference to this Agreement and identify the amount due and payable to the County. Payment will be made in accordance with the Florida Local Government Prompt Payment Act, as amended, which also establishes a process and remedies for non-compliance.

Section O: Additional IT Services

Upon request for assistance, the ISS Director may, at the Director's discretion, permit staff resources to assist the HCD in the execution of certain information technology responsibilities. These additional services can be requested by submitting a Task Order (Attachment 1). These services will be charged at the rate of \$125/hour with a not-to-exceed cost of \$50,000 per Task Order. These services may also require the purchase of additional resources, including but not limited to hardware and software. The HCD is responsible for all associated costs for these additional resources. An estimate for each Task Order will be available upon request by the

HCD. The HCD agrees to fully reimburse the County for all costs associated with the rendering of the County staff assistance and/or information technology resources. If the cost of services exceeds \$50,000, the Task Order shall be approved by the Board of County Commissioners.

Section P: Annual Review of Fees and Charges

The County reserves the right to review the fees and charges included in this Exhibit on a yearly basis and make appropriate rate adjustments. Should an adjustment be warranted, sixty (60) days notice will be provided. Any such rate adjustments shall be reduced to writing via an Amendment to be executed by all parties.

Section Q: Insurance

This section does not apply to Network Services.



Attachment 1
Palm Beach County
Information Systems Services
Task Order < \$50,000

Task Order #:

Original Agreement #R:

Organization requesting services: Health Care District of Palm Beach County

Type of Service:

Location of Service:

Contact Name:

Contact Phone:

Contact eMail:

Requested Date for Completion:

Description of Service/Deliverables +/-

Estimated Amount:

ISS Project Manager/Director: _____ Date: _____
Name/Title

Project Office: _____ Date: _____
Name/Title

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

By: Steve Bordelon, Director, ISS

APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

HEALTH CARE DISTRICT OF
PALM BEACH COUNTY

COUNTY ATTORNEY

Name, Title

ISS Service Agreements with External Agencies
(September 2014)

Municipalities

1. Boynton Beach
2. Delray Beach
3. Greenacres
4. Juno Beach
5. Jupiter Beach
6. Lake Worth
7. Lantana
8. Palm Beach
9. Palm Beach Gardens
10. Riviera Beach
11. Village of Royal Palm Beach
12. West Palm Beach

Educational Institutions

1. Early Learning Coalition
2. Florida Atlantic University
3. Lake Worth Christian School
4. Learning Excellence (Imagine) School
5. Oxbridge Academy
6. Palm Beach State College
7. School Board of Palm Beach County

Non-Profit Organizations

1. Alzheimer's Community Care
2. ARC of Palm Beach County
3. Boca Raton Regional Hospital
4. Center for Family Services
5. Families First of PBC
6. Jewish Federation of Palm Beach County
7. Kravis Center
8. Lupus Foundation of America
9. Lutheran Services Florida
10. Nonprofits First
11. Prime Time
12. South Florida Fair
13. Workforce Alliance

Other Taxing Authorities

1. Children's Services Council
2. Health Care District
3. Loxahatchee River Environmental Control District
4. Seacoast Utility Authority
5. South Florida Water Management District