

2021

21-0457 - 6.10.2021 FCIT Board of Health Agreement (Final)



Fulton County
Information
Technology

This is Exhibit C: Fulton County Information Technology Department Scope of Work and Transition Plan for the Fulton County Board of Health, to the Second Amendment and Restatement of the Intergovernmental Agreement for the Provision of Services between the **FULTON COUNTY BOARD OF HEALTH** (“BOH”), an agency created pursuant to state law and **FULTON COUNTY GEORGIA** (“County”), a political subdivision of the State of Georgia is made and entered this _____ day of _____ 2021; and

ARTICLE 1: SCOPE OF SERVICES

FCIT agrees to work with BOH and its chosen vendor in a phased approach to transition and migrate services, applications and functionality from the County to the BOH as it builds its data infrastructure to support the BOH’s district. The Parties agree to make all reasonable efforts to complete the separation from the County’s network infrastructure by June 30, 2022. This Agreement shall become effective upon signature of both Parties, and shall continue until June 30, 2022. In the event that a complete separation of the County’s network infrastructure is not complete by June 30, 2022, the Parties agree that the terms of the agreement may be extended upon written mutual agreement of the Parties until June 30, 2023.

ARTICLE 2: SERVICES AND RESOURCES

2.1 **NETWORK RESOURCES**-The County shall provide to the BOH, a network system, to include, all hardware and software maintenance, licensing and support, cybersecurity products, Microsoft licenses, Cylance, EMC, Fujitsu and other network and security costs, until the BOH establishes its own network system. The BOH’s staff members accounts for 5.7% of the total staff of both Parties. The Parties agree that BOH shall pay 5.7% of the overall cost of the County’s network system and shall be billed on a monthly basis.

2.2 **INTERNET CONNECTIVITY**-The County shall provide internet connectivity to the four facilities in Table A. The Parties have agreed that the County shall provide the BOH internet connectivity for three hundred dollars (\$300.00) per month for each facility up and until June 30, 2022. Thereafter, the BOH shall be responsible for providing its own internet connectivity.

Table A

- 10 Park Place, Atlanta GA
- 3155 Royal Drive, Alpharetta, GA
- 186 Sunset Ave, Atlanta, GA
- 1920 John Wesley Ave., College Park GA

2.3 MULTIUNCTIONAL DEVICES- the County has a multi-year agreement with Standard Office Services (“SOS”) to provide Multifunctional Devices (“MFD”) that provide printing, scanning and faxing services to all County locations and agencies. MFDs are located in facilities and/or office spaces occupied by the BOH. The BOH agrees not to remove any printing, scanning, and/or faxing services from the MFDs until the BOH’s network system is fully functional.

BOH shall pay the cost of the monthly lease for the MFDs located in the BOH’s facilities and office spaces listed below in Table B. In addition to the cost of the monthly lease, the BOH shall pay for copies at a rate \$.004/copy for black and white copies and \$.04/copy for color copies. BOH shall seek support through FCIT or SOS for any service, transports, or issues regarding the MFDs.

Table B

Current MFDs at BOH facilities and the monthly and annual costs associated with the devices.

<u># of Copier Devices</u>	<u>Location</u>	<u>Monthly Lease/Copy Costs</u>	<u>Annual Cost</u>
8	10 Park Place South SE, Atlanta, GA	\$866.08	\$10,632.96
2	Government Center, 141 Pryor Street, Atlanta, GA	\$171.19	\$2,054.28
2	1636 Connally Drive, Atlanta GA	\$174.16	\$2,089.92
3	Neighborhood Union 186 Sunset Ave, Atlanta, GA	\$252.17	\$3,026.04
5	1920 John Wesley Avenue, College Park, GA	\$441.50	\$5,298.00
4	CHR, 265 Boulevard NE, Atlanta	\$339.25	\$4,071.00
6	Oakhill -2805 Metropolitan Parkway SW Atlanta, GA	\$532.76	\$6,393.12
4	North Fulton Health Center, 3155 Royal Drive, Alpharetta, GA	\$348.32	\$4,179.84
5	Adamsville, 3700 MLK Drive SW, Atlanta, GA	\$438.53	\$5,262.36
1	North Annex, 7741 Roswell Road, Sandy Springs, GA	\$87.08	\$1,044.96
Total 40		\$3,671.04	\$44,052.48

2.3 KRONOS CLOCKS-The Parties agree that that after June 30, 2021, the BOH and its staff members shall cease to utilize the Kronos timekeeping system. The BOH shall turn off the Kronos clocks on July 1, 2021 at all of its locations. FCIT will retrieve the clocks within sixty (60) days of July 1, 2021.

- 2.4 TELEPHONE VOIP SERVICE- the Parties agree that the BOH shall continue to utilize 250 active telephone lines. The 250 active phone lines use 11 primary rate interface (“PRI”) devices. The County is charged Five Hundred Thirty-Eight Dollars (\$538) per month for each PRI. The BOH shall pay the County Five Thousand, Nine Hundred Eighteen Dollars (\$5,918) per month to maintain the 250 active phone lines and PRIs. If BOH requires additional active telephone lines, the BOH shall pay \$538 per month for any additional needed PRI, and if the BOH requests to remove lines, the monthly payment shall decrease accordingly. The BOH shall continue to pay for use of the PRIs until the BOH establishes a VOIP infrastructure and connects the active phone lines to its VOIP infrastructure. BOH shall notify the FCIT when its VOIP infrastructure is established and the active telephone lines are transferred to the BOH’s VOIP infrastructure. BOH shall keep the CISCO telecom devices in use as of June 30, 2021. The BOH shall be billed monthly by the County for long distance calls made through VOIP telephone services.
- 2.5 ZOOM AND DOCUSIGN LICENSES- BOH shall continue to have use of the County’s Zoom and DocuSign licenses until December 31, 2021 at no additional cost. Thereafter, BOH shall not have access to the County’s Zoom licenses and will be responsible for obtaining their own Zoom licenses for use by its staff.
- 2.6 APPLICATION LICENSE AND MAINTENANCE COSTS- After July 1, 2021, the BOH shall be responsible for obtaining, managing and paying for all application licensing, support and maintenance costs not explicitly included in this Agreement. FCIT will continue to maintain applications and databases and solutions for the BOH until they can be migrated to the new BOH network. Targeted date to have these applications and databases is November 30, 2021. The County shall not complete any upgrade or enhancement of the BOH’s applications, unless critical to the County’s infrastructure network.
- 2.7 FULTON COUNTY STAFF ASSISTANCE COST- After July 1, 2021, FCIT staff shall continue to assist with the migration and all other services set out in Attachment C-1: Service Level Agreements at the rates listed in Table C:

Table C

<u>IT Staff Position</u>	<u>Hourly Cost</u>
Project Management	\$46.05
IT Computer Operation Supervisor	\$41.14
GIS Analyst 1	\$38.38
Database	\$64.61
Network Engineer	\$47.81
Security Analyst	\$59.73
Web/App Developer	\$42.46
Server Team Analyst	\$47.81
Service Desk Analyst 1	\$23.02

The average response time listed in Attachment C-1, is an estimate. FCIT’s failure to meet the response time shall not constitute a breach of the Agreement nor does it make the County liable for any damage to the BOH for a failure by the FCIT to respond in

accordance to Attachment C-1. The County shall prepare a monthly billing statement that provides the date, time, and rate of said services and support provided FCIT personnel.

2.8 WEB/SITECORE HOSTING- The BOH shall have its own website and host functioning by December 31, 2021. The BOH's website is currently hosted by SiteCore, which is paid for by the County and maintained by FCIT. The County will continue to absorb the cost and FCIT will continue to maintain BOH's websites until June 30, 2021. On July 1, 2021, the BOH shall pay for each website visit as charged by SiteCore to the County of \$0.018722 per visit. The County shall transfer to the BOH the following website domain names:

- <https://fultoncountygahhealth.org>
- <https://fultoncountygahhealthdepartment.org>
- <https://www.fultoncountyboardofhealth.org>
- <https://www.fultoncountyboh.org>

2.9 WIRELESS DEVICES - Wireless Devices currently in use by the BOH shall become the property of BOH on July 1, 2021, at no additional cost. The BOH shall continue to pay the County for its staff members' wireless cellular phone usage up and until the target date of November 30, 2021, or when the BOH moves its staff to the wireless contract under the state's Verizon contract. If the BOH is in need of new wireless devices, the BOH shall utilize the BOH's refurbished wireless devices. If needed, the BOH shall be able to purchase a new cellular phone from the County, at cost, pursuant to the County's wireless device contract.

2.10 LAPTOPS AND DESKTOPS - Laptops and Desktops currently in use by the BOH shall become the property of the BOH on July 1, 2021 in exchange for one dollar (\$1.00) per device and other good and valuable consideration. The FCIT shall provide the BOH a list of all the laptops and desktops currently in use by the BOH. The Finance Department shall invoice the BOH for the cost of the devices. After the BOH has fully transitioned to their own network infrastructure, BOH shall allow Fulton County to take required measures to ensure all County software and images are removed from these devices. After July 1, 2021, the County shall not provide replacements or maintenance to these devices.

ARTICLE 3: STORAGE OF DOCUMENTS/OPEN RECORDS REQUEST

Physical and electronic documents created by the Fulton County Board of Health and Wellness prior to June 30, 2017 belong to the County. Physical and electronic documents created by the BOH after June 30, 2017 belong to the BOH. Accordingly, FCIT shall continue to store physical documents and electronic documents created through June 30, 2017 at no cost to the BOH, and will handle their retrieval and destruction schedules per County policy. Physical documents created and belonging to the BOH after June 30, 2017, are stored at 3337 Commerce Way, Hapeville GA

The Parties agree that after June 30, 2021 that the County shall charge the BOH a storage fee of one dollar and seventy-nine cents (\$1.79) per box annually. The Parties agree that the BOH has approximately 2000 boxes in storage and shall pay the County an annual fee for the year, ending June 30, 2022. The annual cost shall be invoiced by the Finance Department. If the BOH adds

additional boxes to storage, the BOH shall be charged at a rate of \$1.79 per box. The BOH shall move all physical documents from the Hapeville facility to its own storage facility by July 1, 2022. Between now and that time, the BOH shall secure a storage location and take possession of any records held by the County on their behalf.

ARTICLE 4: INSPECTION

The migration of information technology services for the BOH shall be implemented through four phases. The County's network and infrastructure system is intertwined. Before the BOH, or its vendors, connects/disconnects devices or disables network functions, the Parties agree that FCIT Chief Information Officer, or his designee, shall be allowed to inspect and accept the work prior to the BOH connecting/disconnecting devices or disabling network functions. If the work is found to be defective or nonconforming in any material respect due to the fault of BOH or its vendor, the BOH shall remedy the defect at its own expense. At the completion of phase four, FCIT Chief Information Officer, or his designee, shall check the following devices: MFDs, wireless cellular phones, laptops, and desktops ensure that all of the County licenses are removed.

ARTICLE 5: BILLING AND PAYMENT

FCIT shall provide the Finance Department (Accounts Receivable Division) and the BOH a breakdown of all costs associated with this Agreement to bill to BOH for equipment and/or services rendered to the BOH for any given month by the 10th day following the end of the month. The BOH shall pay in advance all fixed monthly cost, to include the cost for Telephone VOIP services. The Finance Department shall use the information received to prepare an invoice, including overhead charges, which shall be forwarded to the BOH and due for payment via ACH (Bank: Wells Fargo, Routing # 061 209 756, Account # 2000139633388) within thirty (30) days of receipt. Unless there is a dispute of the charges by the BOH, which shall be promptly discussed with FCIT, and noticed to the Finance Department, failure to send the payment within the 30 day period will result in the County adjusting the outstanding charges from the required monthly contributions payable to the BOH from the County General Fund budget.

ARTICLE 6: INCORPORATION OF AGREEMENT

This Information Technology Agreement shall be incorporated herein to the Restated and Amended Intergovernmental Agreement for the Provision of Services. All portions of the Restated and Amended Intergovernmental Agreement for the Provision of Services shall remain unchanged and in full force and effect and applicable to this agreement.

IN WITNESS THEREOF, the Parties hereto have caused this Information Technology Agreement to be executed by their duly authorized representatives as attested and witnessed and their corporate seals to be hereunto affixed as of the day and year date first above written.

FULTON COUNTY, GEORGIA

BOARD OF HEALTH

Robert L. Pitts, Chairman
Fulton County Board of Commissioners

Lynn Paxton, Director
Board of Health

ATTEST:

ATTEST:

Tonya R. Grier
Clerk to the Commission

Notary Public

(Affix County Seal)

(Affix Corporate Seal)

APPROVED AS TO FORM:

APPROVED AS TO FORM:

Kaye Burwell, Interim County Attorney
Office of the County Attorney

Detriss Thomas, Assistant County
Attorney

APPROVED AS TO CONTENT:

APPROVED AS TO CONTENT

Department Head

Georgia Department of Public Safety

ATTACHMENT C-1

SERVICE LEVEL AGREEMENTS

SYSTEM OUTAGES

Priority Level	Average Response Time	Definition
Severity 1 - Critical	2 - 4 hours	Problem or outage affecting a large group of customers, business critical functions or essential services.
Severity 2 – High	4 – 8 hours	Customer cannot perform normal business function due to problem.
Severity 3 – Medium	8 – 24 hours	Customer is significantly inconvenienced by an issue but can work around it until resolved.
Severity 4 – Low	24 – 72 hours	Customer requests a routine IT service.

GIS (GEOGRAPHICAL INFORMATION SYSTEMS) SUPPORT

GIS Section provides, maintains, distributes, and analyzes, county information that is geographically referenced using Geographic Information Systems (GIS) technology. Staff members design, develop and maintain the County's GIS database, providing services to multiple users including vital support to the 911 Emergency Services System.

Business Function: GIS Services		
Action	Average Response Time (Work Days)	Comments
Custom Mapping	1 - 14 days	Processing time will depend on urgency, complexity of map and availability of data
Address Update	1 - 2 days	Processing time will be shortest for requests for which a customer is waiting and longest for requests that require extensive research to validate addresses
Base Map Updates	2 - 7 days	Processing time is highly dependent on the complexity of the analysis
Data Analysis	1 - 14 days	Processing time is highly dependent on the complexity of the analysis

Demographic Report	1 - 10 days	Processing time is dependent on the availability of data
Zoning Map Update	1 - 7 days	Processing time is highly dependent on the complexity of the analysis
Annexation Maps	1 - 3 days	Processing time is highly dependent on the complexity of the analysis

TECHNICAL OPERATIONS DIVISION

Technical Operations Division provides expertise and support for all of the county's computing and telecommunications infrastructure. This includes support for the county databases, all personal computers, servers, all telecommunications systems, (voice, data, and wireless) that support county employees who provide services to citizens. This team also is responsible for helpdesk support, state mandated Records Management, MFD (multifunctional devices) support, Data Center operations, storage and backup, and network and security concerns.

BOH is hiring Information Technology Staff who will be responsible for Tier 1 Support. For network, security and other issues beyond Tier 1, SLA's are shown below.

Business Function: Active Directory, Email, Network, Server, Storage and Technical Support Services		
Action	Average Response Time (Work Days)	Comments
Telecommunication Services	3-5 days	Response time will depend on urgency and volume of requests
Network Services	3-5 days	Response time will depend on urgency and volume of requests
Technical Support Services	3-5 days	Response time will depend on urgency and volume of requests
Information Security Services	3-5 days	Response time will depend on urgency and volume of requests
Video Management Services	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change Email Account	3-5 days	Response time will depend on urgency and volume of requests

Add/Remove/Change Email Archive Services	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change eFax Services	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change Encrypted Email Services	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change Active Directory Account	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change Network File Share	3-5 days	Response time will depend on urgency and volume of requests
Network File Share Recovery from Backup	3-5 days	Response time will depend on urgency and volume of requests
Server Recovery from Backup	3-5 days	Response time will depend on urgency and volume of requests
Server or Server Software Issue Troubleshooting	3-5 days	Response time will depend on urgency and volume of requests
Add/Remove/Change Network Printer Services	3-5 days	Response time will depend on urgency and volume of requests

