
2021

FULTON COUNTY INFORMATION TECHNOLOGY DEPARTMENT SCOPE OF WORK AND TRANSITION PLAN FOR THE FULTON COUNTY BOARD OF HEALTH



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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 _____ 2022; 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, 2023. If in the event the Board of Health completes the transition prior to this date, both parties agree that terms of the agreement may expire upon written mutual agreement.

ARTICLE 2: SERVICES AND RESOURCES

2.1 NETWORK RESOURCES – The County shall provide 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 terminate internet connectivity by June 30, 2023, for each of the facilities listed below, provided that the connectivity to any individual facility may be terminated earlier upon notification of readiness from the BOH to the County. The County shall provide the BOH internet connectivity for three hundred dollars (\$300.00) per month for each facility until terminated. Upon such notification of readiness, the County shall cause such disconnection within 30 days and the BOH will cease to incur expenses for the internet from that point forward. Thereafter, the BOH shall be responsible for providing its own internet connectivity. Notwithstanding the above, the Parties agree that the County shall ensure security and access control shall remain viable in all facilities in perpetuity.

<u>Table A</u>
10 Park Place, Atlanta, GA
3155 Royal Drive, Alpharetta, GA
186 Sunset Ave, Atlanta Ga
1920 John Wesley Ave, College Park, GA

2.3 MULTI-FUNCTIONAL 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 shall cease using county multi-functional devices by June 30, 2022. In the event the BOH requires use of the devices after that date, it shall provide 30 days' notice to the County and shall pay a monthly lease listed in the table below and shall pay monthly at the rates of \$.004/copy for black and white copies and \$.04 for color copies until it announces readiness to disconnect. Upon such notification of readiness, the County shall remove the devices within 30 days, and the BOH will cease to incur expenses for the MFDs after 30 days' notice. While utilizing County MFDs the BOH shall seek support through FCIT or SOS for any service, transports, or issues regarding the MFDs. The BOH agrees to install their own device on their own network in a shared space at 265 Boulevard location. Fulton County will maintain a single multi-Functional device for the exclusive use of the Fulton County Behavioral Health Department. 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 BO H'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. The rates and charges established in Table B apply to the current rates and charges in the County's agreement with SOS. The Parties agree that in the event the rates and charges assessed to the County by SOS or another entity the County may contract with for MFD services in the future, the rates and charges to the BOH will likewise be updated to reflect those changes, as well. FCIT shall provide the BOH with 30 day's notice of any such changes.

Table B

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

# of Copier Devices	Location	Monthly Lease/Copier Costs	Annual Cost
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

	North Annex, 7741 Roswell Road, Sandy Springs, GA	\$87.08	\$1,044.96
Total 40		\$3,671.04	\$44,052.48

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 in primary rate interface ("PRI") devices. The County is charged Five Hundred Thirty-Eight Dollars (\$538) per month for each PRIs. 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 the BOH requires additional active telephone lines, the BOH shall pay \$538 per month for any additional needed PRIs, 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. The BOH shall notify the FCIT when its VOIP infrastructure is established, and the active telephone lines are transferred to the BOH's VOIP infrastructure. The 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. If in the event active phone lines are ported prior to June 30, 2023, BOH will not be responsible for the associated cost.

2.5 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 migrated to the BOH infrastructure is June 30, 2023. The County shall not complete any upgrade or enhancement of the BOH's applications, unless critical to the County's infrastructure network.

2.6 FULTON COUNTY STAFF ASSISTANCE COST – After July 2, 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. In the event any assigned personnel receive pay increases due to key classification increases, the Parties agree that FCIT will notify the BOH of such increases to the hourly rates, and those new rates will be charged accordingly.

<u>Table C</u>		
	<u>Effective July 1, 2021</u>	<u>Effective July 1, 2022</u>
<u>IT Staff Position</u>	<u>Hourly Cost</u>	<u>Hourly Cost</u>
Project Management	\$46.05	\$49.27
IT Computer Operation Supervisor	\$41.14	\$44.02
GIS Analyst I	\$38.38	\$41.07
Database	\$64.61	\$69.13
Network Engineer	\$47.81	51.16
Security Analyst	\$59.73	\$63.91

Web/App Developer	\$42.46	\$45.43
Server Team Analyst	\$47.81	\$51.15
Service Desk Analyst 1	\$23.02	\$24.63

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.

2.7 WEB/SITECORE HOSTING – The BOH shall have its own website and host functioning by September 30, 2022. 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://fultoncountygahealth.org>
- <https://fultoncountygahealthdepartment.org>
- <https://www.fultoncountyboardofhealth.org>
- <https://www.fultoncountyboh.org>

2.8 LAPTOPS AND DESKTOPS – 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. The estimated timeline to be fully transitioned will be no later than June 30, 2023. 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 currently stored at 3337 Commerce Way, Hapeville GA and may be moved to a new storage location by Fulton County at the expense of Fulton County in the event Fulton County changes its storage location (the “warehouse”).

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 2,000 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 Fulton County Warehouse facility to its own storage facility by July 1, 2023. 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 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. This Agreement may be executed in several counterparts, each of which shall be an original, and all of which shall constitute one and the same instrument.

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

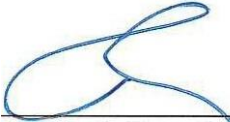
(Affix County Seal)

(Affix Corporate Seal)

APPROVED AS TO FORM:

APPROVED AS TO FORM:

Soo Jo, County Attorney Office of the
County Attorney


Jennifer R. Culler, Supervising County
Counsel, for the FCBOH

APPROVED AS TO CONTENT:

APPROVED AS TO CONTENT

Department Head

Georgia Department of Public Health

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 Functions: 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
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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, SLAs are shown below.

Business Function: Active Directory, Email, Network, Server, Storage and Technical Support Services		
Action	Average Response Time (Work Days)	Comments
Telecommunications 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