

Customer Services Contract Number CM 20-338 - Attachment B: Customer Services Contract

This Customer Services Contract (CSC) number 07CORED20 (Contract), is made by and between King County, Washington, with its principal place of business at 401 5th Avenue, Suite 600, Seattle, WA (County) and City of Redmond, with its principal place of business at 8701 160th Ave NE Redmond, WA (Customer) (and collectively, the Parties),

1. Term

This Contract is effective on the date last signed below, and shall remain in effect for a term of three (3) years, unless terminated earlier as allowed in this Contract or extended by the Parties.

2. Services Ordered

The service offering is summarized in Table A below, and further described in the Master Services Agreement ("MSA") located at <https://kingcounty.gov/inetmsa>. Upon the Customer order(s), the County will provide the services listed in Table B at the contracted sites, for the stated monthly and non-recurring (one-time) fees. The County owns all Customer Premise Equipment (CPE) devices installed at Customer Sites and shall retain title to all parts and materials used or provided by the County in providing any service described herein. See <https://kingcounty.gov/inetmsa>, Attachment C for a description of service offerings.

Service Offering Summary—Table A. See Attachment C, MSA for a full description

1. Internet Bandwidth (IB)	2. Transport Bandwidth (TB)
3. King County Exchange (KCX) Services	4. Support Services
5. Additional IPV4 Addresses (AIP)	6. Professional Services: Network Engineering Service (NES) Solution Architecture (SA) Project Management Service (PMS) Support Surcharge (SS)

Contracted Sites, Services and Fees—Table B

Svc Type	Band Width	Site ID	Site Name	Site Address	City	Site Contact	CPE Device	Hub	Demarcation Point	Monthly Fee
IB	300	2026	Redmond City Hall -	8701 160 th Ave NE	Redmond	Keith Laycock	Adva	Redmond	Computer	\$320.12*
PTP	40	2026A	Redmond City Hall -	17825 Avondale Rd NE	Redmond	Keith Laycock	Adva	Redmond	Computer	\$375.00
KCX 10G Physical Port	10G	2026	Redmond City Hall	2001 6 th Ave	Seattle	Keith Laycock	C3 Node	Westin Building	C3 Node at Westin Building	\$500.00
KCX Cloud Express Route	1 GBPS	2026	Redmond City Hall	2001 6 th Ave	Seattle	Keith Laycock	C3 Node	Westin Building	C3 Node at Westin Building	\$960.00
TOTAL Monthly Fees:										\$2,155.12

*Special one time, specially approved contract renewal rate. Increased 300 MBPS service to begin October 1st, 2020

Non-Recurring Costs

Type	Notes	Quantity	Amount	Total
Provision Fees				
Construction				
Engineering				
Other Services				
Non-Recurring Total				

3. Contract Documents and Execution

By signing below, the Customer acknowledges that it has reviewed and accepts the following contract documents: (a) this I-NET Customer Services Contract, including Exhibits A (Key Persons) and B (Insurance), and (b) the Master Services Agreement available at <https://kingcounty.gov/inetmsa> and incorporated herein by this reference, including Attachments A through C. Further, the Customer represents that the signatory below has authority to bind its represented party to this Contract.

KING COUNTY	CITY OF REDMOND
Print Name:	Print Name:
Signature:	Signature:
Title:	Title:
Date	Date

Exhibit A—Key Persons

The Customer represents that the Primary Contact and the Technical Contact listed below are each authorized to request and approve: (a) all Customer network connections to other agencies contracting for I-Net and Services from the County or external agencies; and (b) all additions, deletions or modifications to the I-NET Services and Services provided under this Contract, including both cost and no-cost changes, which shall be captured in a contract amendment. The Primary and Technical Contacts shall be the Customer's lead on all technology and troubleshooting issues regarding I-Net and Services.

Unless otherwise provided in Section 4, Notices, of the Master Terms and Conditions, all change requests must be submitted in writing by either the Customer's Primary Contact or the Technical Contact; email is an acceptable communication format. No change in Services or Sites will be made to the Customer's service configuration without approval from King County, which will be captured in an amendment.

The Customer's Finance Contact shall be the primary contact for all invoicing and billing issues.

The Customer's Contracts Contact shall be the primary contact for all contractual issues and amendments.

The Customer's Technical Contact shall provide physical access for the County to the I-Net equipment at an individual Site.

The Customer shall provide updated information to the County I-Net Business Contact via email within five (5) business days should any of the below contact information change. Contact information updates do not require an amendment.

KING COUNTY	CITY OF REDMOND
I-Net Business Contact: Title: Darryl Hunt, I-Net Business Manager 401 5th Avenue, Seattle, WA 98104, 7th Fl Phone: 206-263-8758 E-mail: Darryl.hunt@kingcounty.gov	Primary Contact: Keith Laycock, Infrastructure & Operations Manager PO Box 97010, Redmond, WA 98073-9710 Phone: 425-556-2139 Email: klaycock@redmond.gov
I-Net Management Contact: Lori Dickneite, Network Services Owner 401 5th Avenue, Seattle, WA 98104, 7th Fl Phone: 206-263-8521 Email: Lori.Dickneite@kingcounty.gov	Management Contact: Phone: E-mail:
I-Net Operations Contact: Jesse Mock, Network Services Operations Manager 401 5th Avenue, Seattle, WA 98104, 7th Fl Phone: 206-263-7938 Email: Jesse.Mock@kingcounty.gov	Technical Contact: Jose May, Networks/Systems Engineer PO Box 97010, Redmond, WA 98073-9710 Attn: TIS, M/S 3SFN Phone: 425-556-2175 E-mail: jmay@redmond.gov
Invoicing/Payments: Junko Keesecker, Business and Finance Officer 401 5th Avenue, Seattle, WA 98104, 6th Fl Phone: 206-263-7897 E-mail: Junko.Keesecker@kingcounty.gov	Finance Contact: Michele Ayers, Accounting Payable PO Box 97010, Redmond, WA 98073-9710 Attn: Accounts Payable, M/S 3SFN Phone: 425-556-2149 E-mail: mayers@redmond.gov
Contracts/Amendments: Dominic Palo, IT Contracts Specialist 401 5th Avenue, Seattle, WA 98104, 6th Fl Phone: 206-477-9555 E-mail: dominic.palo@kingcounty.gov	Contracts Contact: Jonny Chambers, TIS Director PO Box 97010, Redmond, WA 98073-9710 Attn: TIS, M/S 3SFN Phone: 425-556-2160 E-mail: jchambers@redmond.gov
Technical Support: Phone: 206-263-7000 E-mail: operations.network@kingcounty.gov	Help Desk Phone: 425-556-2929 E-mail: servicedesk@redmond.gov

Exhibit B– Evidence of Insurance Coverage

****See following pages****