POSITION MANAGEMENT REQUEST FORM

Business Unit Name: _____   Business Unit Number: _____

SECTION I – TYPE OF REQUEST

Function	Check Applicable	Comments
Position Update		May require Commissioners Court approval
Position Reclassification		May require Commissioners Court approval
New Position Request		Requires Commissioners Court approval

SECTION II – REASON FOR REQUEST

SECTION III – PROPOSED EFFECTIVE DATE

Proposed Effective Date	_____	Date must be the beginning of a pay period. For requests requiring Commissioners Court approval, the earliest effective date will be the first pay period after approval.
Grant Effective Date	From: _____ To: _____	

SECTION IV – POSITION DATA

Current Use "Pos_List_File" (PCN Download) to complete all fields		Proposed Complete all fields for a new position or change appropriate field(s) for existing position	
		Number of Positions	
Position Description		Position Description (30 Spaces Max)	
Job Code		Job Code *(HRRM Use Only)*	
Position Number		Position Number *(HRRM Use Only)*	
Company (CS, FC, HC, JV or PA)		Company (CS, FC, HC, JV or PA)	
Business Unit		Business Unit	
Home Department ID Number		Home Department ID Number	
Location		Location	
Full Time, Part Time or Temporary		Full Time, Part Time or Temporary	
Budgeted Hours		Budgeted Hours	
Salary Range Maximum		Salary Range Maximum	
FLSA Code		FLSA Code	
Reports To Position Number		Reports To Position Number	
Fund Code		Fund Code	
Funding Department ID Number		Funding Department ID Number	
Account *(Same for all Business Units)*	510010	Account *(Same for all Business Units)*	510010
Business Unit PC *(Projects or Grants only)*		Business Unit PC *(Projects or Grants only)*	
Project/Grant *(Projects or Grants only)*		Project/Grant *(Projects or Grants only)*	
Activity ID *(Projects or Grants only)*		Activity ID *(Projects or Grants only)*	
Resource Type *(Not currently used)*		Resource Type *(Not currently used)*	

Iris M Casas
_____   _____

Business Unit Approval (Business Unit Head or Designee)   **Date**

	YES	NO	ABSTAIN
Judge Lina Hidalgo	☑	☐	☐
Comm. Rodney Ellis	☑	☐	☐
Comm. Adrian Garcia	☑	☐	☐
Comm. Tom S. Ramsey	☑	☐	☐
Comm. R. Jack Cagle	☑	☐	☐

File #: 21-747   **Agenda Date: 3/9/2021**   **Agenda #: 73.**

To: Harris County Commissioners Court

Through: Russell A. Poppe, P.E., Executive Director, Harris County Flood Control District
Prepared By: Matthew K. Zeve, P.E., Deputy Executive Director, Harris County Flood Control District

Subject: Interlocal Agreement with Harris County Universal Services
Project ID (If applicable]: n/a

Purpose and Request:
Authorization to execute an interlocal agreement with Harris County Universal Services to provide Information Technology Services and Fleet Services to the Harris County Flood Control District. Funds are available in the amount of $4,400,652. (Agreement No. 2021-123, County-wide).

Background and Discussion:
In order to take advantage of economies of scale, the Flood Control District would like to continue working with Universal Services for Information Technology and Fleet Services.

Fiscal Impact:
The Flood Control District will allocate up to $4,400,652 for these services out of the Operations and Maintenance budget for FY21-22.

Fiscal Summary			
Expenditures	**FY 20-21**	**FY 21-22 Projected**	**Future Years Projected [3 additional years]**
Service Impacted: *N/A*			
Existing Budget	$0	$0	$0
Additional Appropriation R	$0	$0	$0
Total Expenditures	$0	$0	$0
Funding Sources	$0	$0	$0
Existing Department Budg	$0	$0	$0
Please Identify Funding S Special Revenue, Grant,	$0	$0	$0
HCFCD Operations & Ma	$0	$4,400,652	$0
Total Sources	$0	$4,400,652	$0

Alternatives:
The Flood Control District could go back to bidding out these services as separate contracts. This increases the administrative burden on the District and makes more work for Harris County Purchasing. It is more efficient to use Universal Services to handle these services.

Alignment with Strategic Objective:
N/A

Attachments:

Agreement

Presented to Commissioners Court

March 9, 2021

Approve: E/G

To: Harris County Commissioners Court

Russell A Poppe

Through: Russell A. Poppe, P.E., Executive Director, Harris County Flood Control District
..prepared

Prepared By: Matthew K. Zeve, P.E., Deputy Executive Director, Harris County Flood Control
District

Subject: Interlocal Agreement with Harris County Universal Services
..end

Project ID (If applicable]: n/a

Purpose and Request:
..title

Authorization to execute an interlocal agreement with Harris County Universal Services to provide Information Technology Services and Fleet Services to the Harris County Flood Control District. Funds are available in the amount of $4,400,652. (Agreement No. 2021-123, County-wide)
..end

Background and Discussion:

In order to take advantage of economies of scale, the Flood Control District would like to continue working with Universal Services for Information Technology and Fleet Services.

Fiscal Impact:

The Flood Control District will allocate up to $4,400.652 for these services out of the Operations and Maintenance budget for FY21-22.

Fiscal Summary			
Expenditures	**FY 20-21**	**FY 21-22 Projected**	**Future Years Projected [3 additional years]**
Service Impacted: *N/A*			
Existing Budget	$0	$0	$0
Additional Appropriation Requested	$0	$0	$0
Total Expenditures	$0	$0	$0
Funding Sources	$0	$0	$0
Existing Department Budget	$0	$0	$0
Please Identify Funding Source (General Fund, PIC, Special Revenue, Grant, Etc.)	$0	$0	$0
HCFCD Operations & Maintenance*	$0	$4,400,652	$0
Total Sources	$0	$4,400,652	$0

Alternatives:

The Flood Control District could go back to bidding out these services as separate contracts. This increases the administrative burden on the District and makes more work for Harris County Purchasing. It is more efficient to use Universal Services to handle these services.

Alignment with Strategic Objective:
N/A

Attachments:
Agreement

INTERLOCAL AGREEMENT

THE STATE OF TEXAS §
§
COUNTY OF HARRIS §

THIS AGREEMENT is made and entered into pursuant to the Interlocal Cooperation Act (TEX. GOV'T CODE ANN. Ch. 791) by and between the **Harris County Flood Control District**, a body corporate and politic under the laws of the State of Texas, (the "District"), and **Harris County, Texas**, a body corporate and politic under the laws of the State of Texas, on behalf of Harris County Universal Services, a department of Harris County ("HCUS"). The District and Universal Services are each a "Party" to this Agreement and may collectively be referred to herein as the "Parties." This Agreement shall become effective as of the date on which it has been executed by both Parties.

RECITALS:

WHEREAS, the District desires HCUS to manage its Information Technology Services ("IT") and its Fleet Services ("Fleet"); and

WHEREAS, the District and HCUS have previously agreed informally for HCUS to manage the District's IT and Fleet services, and now desire to execute this Interlocal Agreement; and

WHEREAS, HCUS desires to provide the District the IT services as set out in the attached Scope of Work in Exhibit "A" and the Fleet services as set out in the attached Scope of Work in Exhibit "B"; collectively referred to herein as ("Scopes"); and

WHEREAS, the District will pay HCUS $4,400,651.83, which includes $3,720,965.83 for IT services and $679,686.00 for Fleet services for fiscal year 2022, and this Agreement will renew on an annual basis based on projected costs.

NOW, THEREFORE, in consideration of the foregoing, the parties hereby agree as follows:

I.
Funding

The District shall pay HCUS within 30 days of execution of this Agreement, Four Million Four Hundred Thousand Six Hundred Fifty-One and 83/100 Dollars ($4,400,651.83), which includes Three Million Seven Hundred Twenty Thousand Nine Hundred Sixty-Five and 83/100 Dollars ($3,720,965.83) for IT services and Six Hundred Seventy Nine Thousand Six Hundred Eighty-Six and 00/100 Dollars ($679,686.00) for Fleet services for Fiscal Year 2022.

The maximum amount the District shall be obligated to pay under this Agreement is Four Million, Four Hundred Thousand Six Hundred Fifty-One and 83/100 Dollars ($4,400,651.83) ("Funds"), unless the Parties amend this Agreement. HCUS will notify the District when unencumbered Funds are reduced to $500,000.00 and will advise the District if said Funds available are sufficient to complete the attached Scopes.

A. **IT Services**

The District will annually review HCUS budget needs for its IT Services. The amount to be paid by the District to HCUS each year will be authorized as a joint decision between HCUS and the District. Any changes to the annual budget provided by the District to HCUS affecting HCUS service delivery will be documented based on service expectations for the next fiscal year. The

annual review be conducted timely to ensure any needed budget changes are identified to be considered as part of the Harris County annual budget process. The District and HCUS will jointly review and update the IT Services Scope of Services annually and will include the opportunity for the District to rate the level and quality of service provided by HCUS.

B. Fleet Services

The District will fund HCUS budget needs for Fleet Services depending on the following:

Operations:
The District will fund HCUS' yearly operations budgetary needs associated with providing fleet services for the District at the beginning of each fiscal year. This budget will include items such as shop supplies and funding to cover the cost of the resources dedicated to supporting the District. This funding will be documented annually in a mutually agreed to "Total Cost of Ownership (TCO)" that will be prepared by HCUS to estimate costs to provide fleet services for the District.

Labor:
The operations budget includes compensation for employees dedicated to providing fleet services for the District. There are no additional charges to the District for labor for these employees. However, any additional employee required by the District must be pre-approved by HCUS. HCUS will charge the District for any additional labor on a monthly basis using the Commissioners Court approved labor rates. The District will pay for the additional labor separately from this Agreement. HCUS will send invoices for any work separate from this Agreement to the District Infrastructure Support Department Manager for approval.

Parts, Fuel & Outside Services:
All non-labor costs that are not included in the District's operational budget payment made at the beginning of fiscal year must be approved by the District. HCUS will charge the District for approved non-labor costs on a monthly basis to be paid out of a separate account. Non-labor costs include, but are not limited to, parts, fuel, and outside services. The District will pay for the parts, fuel and other outside services separately from this Agreement.

II.
Scope of Services

HCUS agrees to provide the District IT services as described in Exhibit A and Fleet Services as described in Exhibit B. The Funds provided by the District are only to be used for the purpose set out herein in the Scopes. The District will seek reimbursement from HCUS if the Funds are not used for the purposes authorized in the Scopes.

III.
Term

The term of this Agreement is one year beginning at the start of the fiscal year. It will renew each year thereafter based on projected costs unless terminated as set out herein. Each year, HCUS will provide the IT and Fleet services as set out in the Scope of Services until all the Funds are expended, unless this Agreement is otherwise terminated or amended as provided for herein.

IV.
Audit and termination

HCUS will provide to the District a detailed accounting of the use of Funds for IT and Fleet services every six months. This accounting will include the number of hours each worker spent and a description of their tasks. Either Party may terminate this Agreement with 60-days-notice in

writing to the other Party. Upon termination, HCUS will provide IT and Fleet services support to HCFCD for a sufficient period to allow transition of IT and Fleet services back to District management and control. All unused Funds and/or any portion of Funds expended that were not used to complete the work set out in the Scopes will be returned to the District once the District has determined the transition is complete.

V.
Notices

All notices and communications under this Interlocal Agreement shall be in writing and sent via email or regular mail or delivered to the District at the following address:

> Harris County Flood Control District
> 9900 Northwest Freeway
> Houston, TX 77092
> Attention: Executive Director

All notices and communications under this Interlocal Agreement shall be mailed by via email or regular mail or delivered to the County at the following address:
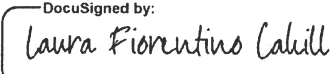
> Harris County Universal Services
> 406 Caroline Street, 4th Floor
> Houston, TX 77002
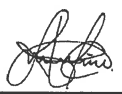> Attention: Chief Information Officer and Executive Engineer

IN WITNESS WHEREOF, the Parties have executed this Agreement on _____March 09_____, 2021.

APPROVED AS TO FORM

CHRISTIAN D. MENEFEE
Harris County Attorney

By: _Laura Fiorentino Cahill_
    D9FE318CE1BA4BE...
    Laura Fiorentino Cahill
    Assistant County Attorney

HARRIS COUNTY FLOOD CONTROL
DISTRICT

By: _____
    Lina Hidalgo
    County Judge

APPROVED AS TO FORM

CHRISTIAN D. MENEFEE
Harris County Attorney

By: _Cherelle Sims_
    724EB41C085E457...
    Cherelle Sims
    Assistant County Attorney
    CA File No.

HARRIS COUNTY, TEXAS

By: _____
    Lina Hidalgo
    County Judge

EXHIBIT A

Harris County
Universal Services (HCUS)
Information Technology Services

Exhibit A
Scope of Services
For the

Harris County
Flood Control District

January 31, 2021

Contents

Executive Summary

Introduction

This is a Scope of Services (Scope) for Harris County Universal Services (HCUS) for Information Technology Services ("ITS") it will provide for the Harris County Flood Control District (District) pursuant to the Interlocal Agreement between the District and Harris County, Texas for Information Technology Services and Fleet Services for fiscal year ending 2022 ("Agreement"). It is intended to communicate expectations around level of service for IT services provided by HCUS. A separate Scope is attached to the Agreement as Exhibit B to detail the fleet services to be provided. The Harris County Flood Control District is a separate political subdivision of the State of Texas and is not a department of Harris County, Texas but is governed by Harris County Commissioners Court.

HCUS is committed to providing a high level of service to ensure that the District receives timely and effective technical support for HCUS supported information technology assets, and other nonstandard or non-enterprise wide information technology assets where support for such assets has been agreed upon between the District and HCUS.

New Information Technology Investments

All new information technology investments in support of the District will be reviewed and authorized as a joint decision between HCUS and the District. This may require a capital investment that is not normally covered in HCUS's fiscal year operating budget. Capital investment decisions will likewise be recommended to Budget Management and Commissioners Court as a joint decision between HCUS and the District.

The introduction of new technology and products must be carefully coordinated with HCUS. HCUS will perform an initial architecture and cyber security assessment, and then authorize to "build" and "operate" any new technology *(environments or products)* being introduced. The total investment and costs associated with the purchase, maintenance, and administration (including training) of new technology must be fully vetted, agreed upon and approved, with appropriate funding secured prior to an implementation.

IT infrastructure funded via funds transferred by the District would be tracked as an asset of HCUS and done so in compliance with county policy.

Expansion & Maintenance of Information Technology Assets

The expansion and maintenance of **enterprise-wide** information technology assets (such as networking, telecommunications, server infrastructure, software, etc.) may require a capital investment that is not normally covered in HCUS's operating budget. This would be planned as part of a building construction project or as an enterprise IT capital improvement project and addressed when funding is requested and becomes available.

Managing the asset life of the District's information technology assets is an important aspect of quality of service. HCUS will work closely with the District to maintain IT assets in a way that maximizes the investment while ensuring quality of service. Developing and funding a replacement strategy for these assets will be approved and authorized as a joint decision between HCUS and the District.

Access to Servers & Personal Computing Devices

The District agrees to allow HCUS to have unlimited access to its Servers and PCs at all times. This access is for purposes of performing service and support for both network based servers and network based PCs, either requested by the District and for maintenance by HCUS.

Any user who uses a PC supported by HCUS must allow HCUS to retain an Administrative account on the PC. This is the only way in which HCUS will be able to deploy patches to address security issues identified by Microsoft or other

vendors in a timely manner. The deployment of patches is typically done at night to minimize disruption and avoid interruptions.

PCs or servers that have been off the network for any reason and come back on the network, and report missing patches, will automatically *(on a schedule HCUS determines)* be patched and rebooted in a best efforts approach to maintaining security for District systems and Harris County data. HCUS will always make an effort to notify users prior to accessing PCs, but in some cases, prior contact will not be possible.

Project Management

Project management is the discipline of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives. As the County's primary information technology service provider, HCUS will provide Technical Project Management services where deemed necessary by both HCUS and the District. This includes the labor and oversight of experienced IT project managers who are assigned to manage technical work scope, project management methodology, third-party vendor performance, risk mitigation and resolution, high level and detailed project plans, technical work breakdown structure, and budget for a project, plus the technical implementation/deployment; and are responsible for assisting the District to ensure successful completion of the project.

Responsibilities of Users

All District staff members are expected to familiarize themselves with available relevant documentation to enable effective use of information technology. Users should also participate in related training courses to ensure that they have the necessary skills and understanding of technological tools.

Performing preliminary troubleshooting and information gathering prior to calling the HCUS Help Desk will help customers better describe their problem and help HCUS resolve any issue with greater efficiency. Relevant and helpful information includes identifying the hardware and software being used, recording any error message received, and if a printer problem is encountered, identifying the printer queue name.

For software purchased directly by the end user and running locally (on an individual's PC), the individual user or user's department will be required to keep track (for auditing purposes) of the software licenses. It is against County and District policy to load any software from an individual's home PC onto a County computer. Copying commercial software is illegal and prohibited by County and District policy.

Security is the responsibility of all computer users and users are cautioned not to share system logins and passwords. Caution should also be used when loading software onto a County or District computer. Some software packages make changes to system configuration files which can conflict with existing configurations and result in other software not working properly.

Confidentiality & Regulatory Compliance

HCUS assumes no risk for the inadvertent violation of any District confidentiality agreements or regulatory compliance. District personnel must take appropriate measures to safeguard the confidentiality of District data and ensure that HCUS personnel are not accidentally given access to confidential data. In addition, it is the responsibility of the District to ensure HCUS is aware of any regulatory compliance obligations. It is the responsibility of the District to work with HCUS if such compliance requirements exist to ensure HCUS understands any impact on systems, networks, data retention, applications, etc.

HCUS agrees to notify all HCUS personnel that may assist the District with problem tickets or other support issues of the District's standards for confidentiality.

Texas Public Information Act (TPIA)

The District will be responsible for the overall coordination and response to public information requests. If there were a need for HCUS to assist in providing electronic data, a District department head or designee (as the owner of the data) would provide the appropriate approvals and instruct HCUS on what data is needed. Any data extracted by HCUS would be provided to the District for review and release unless otherwise instructed by the District department head or by the Harris County Attorney's Office.

Supported Technology

Supported technology as applicable to the District is incorporated into Scope by reference and attachment (**Attachment A and B**). The HCUS list of enterprise wide supported technology and services may be revised to reflect changes made by HCUS in order to take advantage of improved technology or to address required changes. Such changes will be incorporated into the Scope by amendment only upon the concurrence of HCUS and the District.

Enterprise Software Agreements

Enterprise software agreements, such as the agreement with Microsoft, are funded by the County in general and managed/supported by HCUS. Based on the number of District users at the time of the execution of this Agreement, HCUS will provide the District licensing for any software provided as part of the Harris County Enterprise-level agreement with Microsoft, which includes a supported Microsoft Operating System, Microsoft Office, SCCM Client, Microsoft Teams and other enterprise application licenses. Please note that there is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio) under the Microsoft Enterprise Agreement. An increase of desktops or additional products for existing desktops requires an annual true-up.

Desktops included in the Microsoft Enterprise Agreement are licensed for the operating system, and core Microsoft Office product suite, i.e., Word, Excel, PowerPoint. There is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio). That cost, along with license tracking, is the responsibility of the District.

Non-Enterprise Software Agreements

All software that is listed as non-enterprise level or third-party software is the responsibility of the District, including cost for both hardware and software, maintenance, technical support, installation and license tracking. Such non-enterprise or third-party software is considered to be a business requirement that is unique and special to the District, one where it is responsible for the annual expense and budgeting. In some cases, HCUS may agree to provide technical support only, for non-enterprise level or third-party software.

Standard Computer Software

HCUS installs and maintains a wide range of enterprise level computer software for hosted, distributed, and personal computer platforms. HCUS pursues an active research program to evaluate new versions of software for function and use within Harris County. Typically, current versions of evaluated software are installed on computer equipment. However, HCUS acknowledges that all County departments and the District may not wish to upgrade to the latest software versions. Therefore, troubleshooting and assistance is provided for older software until a formal decision has been made to discontinue this support. To accommodate the various versions of software, HCUS has defined the type of support that is provided for each version. To obtain assistance with software, please contact the HCUS Help Desk at **(713) 274-4444** or via email at: HelpDesk@us.hctx.net. Your inquiry will be directed to the appropriate individual.

Software Licensing, Maintenance and Liability

Software, whether included on the attached supported list or not, may require either the prior purchase of a license *(enterprise or seat license)* or both the purchase of a license and the software installation media. If necessary, the District may need to purchase a license before the software is installed or true up on new or existing enterprise wide software being utilized (**Attachments A** and **B**).

HCUS recognizes that not all software currently used by the District is reflected in the attached listing (**Attachments A or B**). Any such software will be managed by the District, including technical support and license tracking, but HCUS is available to assist with installation of this software when requested.

Computer Operating Systems and Network Software

Attached is a list of operating systems and network software that is currently being installed and maintained by HCUS (**Attachment A**), as well as any specific District applications. (**Attachment B**).

Computer Hardware

HCUS will support and maintain all approved computer hardware. A list of approved hardware is attached (**Attachment A**). The attached list does not specify models for some computer hardware. This is due to the wide range of equipment that has been installed in the past throughout the County. We will continue to maintain all models at present, but will work with the District on a replacement strategy for models no longer under warranty or not able to be upgraded.

For full support, all departments, the District and their staff must use standard hardware and software configurations that HCUS staff has recommended. In some cases, the department or the District may choose to use configurations not recommended by HCUS. Support for these configurations must be negotiated with HCUS and the resulting agreement approved by both the District and HCUS. Any such agreements between the District and HCUS will be incorporated into the Agreement by attachment only (**Attachment A**). HCUS reserves the right to recommend that support for some configurations be provided by outside vendors.

In cases where HCUS may agree to provide technical support only for some non-standard, non-enterprise level, or third-party products, such support does not include any HCUS funding for licenses or maintenance costs.

Audio/ Video (AV) Equipment

The HCUS Enterprise Managed Services team can provide guidance regarding procurement and installation of AV equipment. The District would need to enter the PO request for equipment, installation and maintenance services. The HCUS Enterprise Support Services (Help Desk and Desktop Support) teams can provide basic troubleshooting and configuration assistance upon request.

Enterprise Application Services

Enterprise Application Services

The HCUS Enterprise Application Services (EAS) team provides services that encompass all aspects of application development and support including business analysis, application architecture, database design and maintenance, software development, quality assurance and configuration management. They also provide vendor and change management for purchased package implementations as well as purchase packages that support custom applications as enabling technology. These services will be provided for all of the custom applications listed in Attachment B, District Software Applications and Appendix A, Supported Technology – Software.

The EAS **Business Analyst** team is responsible for liaising with business partners, working with them to:

- Identify opportunities to improve business processes
- Identify opportunities to enhance existing applications to support business processes
- Identify opportunities for new applications to support business process
- Translate business needs to technology requests
- With the business, prioritize technology requests for the Application Services team
- Ensure that completed technology requests satisfy requirements

A primary business analyst will be assigned to work with the District. A secondary business analyst will become sufficiently proficient with District applications to temporarily fill-in for the primary business analyst. The District will be given access to a tool to enter and submit their technology requests (user stories) directly into the planning tool.

The EAS **Architecture** team is responsible for ensuring that custom developed software applications employ valid and supportable technology, maintain currency of technology (i.e., do not fall behind in the application of new versions of enabling technology), are designed for optimal performance and maintainability, integrate with the rest of the application portfolio and follow best practices for implementation. HCUS will review all District Software Applications with District architects and developers to verify the application design and architecture, and schedule any recommended updates or changes as necessary.

The EAS **Application DBA** team will manage all District databases in conjunction with the Enterprise SQL Database team to ensure reliability, availability and performance. These services will include standardized database administration with performance monitoring. The Application DBAs will also work with the infrastructure team to improve SQL availability utilizing Microsoft's SQL Always on Availability Groups (AAG), where feasible.

The EAS **Development** team will manage all existing applications, making bug fixes and implementing new functionality. Several developers, reporting to a team lead with overall responsibility for District applications, will become proficient working with District applications such that there is never a single point of failure. In the event that a new application is required/desired, a project team consisting of additional developers may be assigned.

The EAS **Quality Assurance** team is responsible for verifying that solution implementations meet the functional, user experience, performance and reliability requirements for the technology requests. This includes the creation of test plans, test scenarios, test scripts and test data. Multiple quality assurance analysts will become proficient with District applications such that there is never a single point of failure.

The EAS **Configuration Management** team will deliver new builds of custom applications to all environments including test, staging and production. They will also liaise with vendors of purchased package implementations and purchase packages that support custom applications as enabling technology to report bugs and request modifications or enhancements. They are also responsible for coordinating the testing of new versions of purchase packages, scheduling the deployments of new versions and deploying the new versions.

Enterprise Application Services staff and services will be available via on-call services through the helpdesk.

Business Intelligence (BI) & Analytics Services

HCUS provides services that support data visualization and business intelligence reporting along with data analytic and data warehousing technologies. To assist the District in pursuing business intelligence opportunities, HCUS will continue working with the District to define and implement the data warehouse infrastructure needed to meet business requirements. If needed additional HCUS managed resources can be available to support this initiative.

Digital & Content Management Services

Electronic document and digital asset management, along with content management tools for web sites, are enterprise wide services provided by HCUS to the various departments of Harris County and the Harris County Flood Control District. The District currently has three systems for managing document and digital assets: DNN for public facing Internet web content management system; SharePoint for internal collaboration and planning content management system; and OpenText/AppXtender for internal document management system integrated with operational applications. Primavera Unifier is in the implementation phase and will include its own document management module.

HCUS is providing support for the public facing Internet site and content management system for the District, using the enterprise platform. HCUS will continue to work with the District to define future requirements and determine if additional resources will be required to support future request. (Maintaining the actual content on websites remains the responsibility of the District.)

HCUS is assisting the District in the area of internal collaboration and planning for the content management system. The District's legacy SharePoint content has been migrated to the HCUS cloud tenant for Office 365, SharePoint Online, and Teams. (Maintaining the actual content in these repositories remains the responsibility of the District.)

The District is also requesting HCUS assistance in the area of internal document management. Because this system is tightly integrated with existing District operational applications, HCUS Enterprise Application Services team will provide support for the District's AppXtender system. In FY2022, HCUS will begin work with the District to migrate documents and records from AppXtender to either OpenText or Primavera Unifier, and modify existing custom applications accordingly.

If a need arises to change or extend support for existing District document and digital asset management systems, such as website redesign, new websites, or document management solutions, HCUS would work with the District to define requirements and determine if additional resources will be required to support the initiative.

Geographic Information System (GIS) Services

The Geographical Information Systems team provides maintenance of the county GIS data repository, administration of license servers, vendor management, technical support for all GIS issues and expert support in the primary county GIS tools, ArcGIS Pro and ArcGIS Online.

Licenses on the county GIS data repository allow users to provide data to the database, use data in the database, access HCUS GIS support when needed and access shared software extensions:

- Network Analyst
- 3D Analyst
- Spatial Analyst
- Geostatistical Analyst
- Data Interoperability
- Full Motion Video

In addition, imagery and key map data are shared with countywide license agreements. The District currently has several users with access to the county GIS data repository; any other licenses moved to the county GIS data repository will be afforded the same services.

The GIS team is currently investigating drone collections and techniques as a new service offering. The District will have access to any expertise or services derived from this effort.

Enterprise Managed Services

Data Center Services

The HCUS infrastructure and network services team provides services which encompass the Windows/Linux server environments and MS Azure cloud. The Windows/Linux environment hosts the County's Web environment, Windows/Linux applications and database and file server systems. Web-based applications and databases that reside in the Web environment require approval from HCUS. Specific server support costs may be charged to the District per a charge-back agreement or other estimated cost arrangement provided by HCUS and approved by the District, i.e., HCUS provides cost quotes for a departmental purchase order approval and offers a fully managed services and a fully managed 'shared services' portfolio via a charge-back agreement. Windows platform includes server, workstation, environmental security, and backup and recovery support.

Most District servers (virtual and physical) are managed in the data center at 406 Caroline. The remaining District servers are managed in the MS Azure environment. HCUS is manageing all the District's Active Directory objects and Exchange Mailboxes in HCUS' managed environments (including on premise and Office 365 mailbox servers).

HCUS will provide support for all District servers, storage, Active Directory, and Exchange services utilizing trained staff that are onsite standard business hours, but are also available through its helpdesk in an on-call status.

HCUS' Enterprise SQL Database team will manage all District databases in conjunction with the application teams to ensure reliability and availability. These services will include standardized database administration with performance monitoring. HCUS will also work with the application teams to improve SQL availability utilizing Microsoft's SQL Always on Availability Groups (AAG) where feasible. SQL DBA staff will also be available via on-call services through the 24x7 helpdesk.

HCUS commits to providing *best effort - enterprise wide high availability* for all HCUS-managed Windows/Linux application and database server systems based on 24 hours per day, 7 days per week. Performance and availability monitoring is provided via standardized Microsoft monitoring tools such as System Center Operations Manager, and Solarwinds Database Performance Monitor. Unix/Linux systems will be monitored via standardized monitoring tools.

Network Services

HCUS Enterprise Managed Services provides local area network (LAN) network administration. LAN network administration includes documentation, performance analysis, virus management, uninterruptible power supply (UPS) monitoring, and capacity planning. The expansion and maintenance of infrastructure LAN servers and network services to existing, new, or remote business locations for multiple users may require a capital investment that is not normally covered in HCUS's fiscal year operating budget. This may apply to an expansion of existing LAN services, network cabling, or wireless services that will need to be planned out as an information technology infrastructure and network improvement project with appropriate funding requested and made available at the time from the County. Please note the expenses for additional cable drops are the responsibility of the District.

HCUS provides a private point-to-point Wide Area Network (WAN) for Harris County Departments and the Harris County Flood Control District. This is designed, configured, and managed by HCUS personnel. HCUS also provides Internet connectivity with dual primary connections up to 1 Gbps. HCUS commits to providing *best effort - enterprise wide high availability* for the overall WAN Network, consisting of more than 200 remote locations, based on 24 hours per day, 7 days per week. HCUS commits to providing *best effort - enterprise wide high availability* of the network supporting Web access from HCUS's Internet Service Provider (ISP) to the production Web server. Availability is based on 24 hours per day, 7 days per week. To be fully supported, all network cabling, equipment, and wireless connections installed must meet Harris County and HCUS-Universal Services standards.

HCUS commits to respond to a problem within 1 hour of the problem being reported to the HCUS Help Desk and a Help Desk ticket opened. If the problem involves a Service Provider solution like AT&T, Verizon, or Phonoscope etc., the issue will be reported to the appropriate vendor for action. HCUS Enterprise Managed Services will update the Help Desk Ticket when there is a status change of the progress until the issue is resolved. If this is a network hardware issue at a branch location, HCUS will respond to the onsite contact within 1 hour of the problem being reported and assess the issue. All Wide Area connections are monitored 24 hours, seven days a week, 365 days a year. Backup hardware for all network installations is located in-house unless otherwise indicated.

HCUS strives to ensure that all networking components are operational 24 hours a day, 7 days a week. All District equipment should be accessible at all times, except when essential maintenance is required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at **(713) 274-4444** or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'HCUS Help Desk' area of this document.

Electronic Messaging and Directory Services

HCUS utilizes **Exchange** as the standard e-mail, calendaring and scheduling application. **Active Directory** design, support and problem resolution are also provided. The Exchange Infrastructure includes:

- Redundant Exchange Outlook Web Access servers with Third Party signed SSL
- Redundant Exchange Mail routing servers with Kerberos Authentication
- Redundant SMTP (Internal Mail) gateways with AV and Spam capability
- Exchange in the cloud via Office 365 as appropriate

HCUS commits to providing *best effort - enterprise wide high availability* for the Exchange infrastructure based on 24 hours per day, 7 days per week. Performance and availability monitoring is provided via standardized Microsoft monitoring tools such as System Center Operations Manager.

Remote Access Services

Remote access is available through Microsoft Exchange Outlook Web Access, Citrix and Virtual Private Network (VPN) client. Citrix Access service includes related Citrix software licensing, 800-number access outside the Harris County local calling area or the high speed Internet access gateway to Citrix, and Dispatch Center/telephone technical support for software installation and troubleshooting while using Citrix. In-home support is not provided.

HCUS commits to providing *best effort - enterprise wide high availability* for Exchange Outlook Web Access, 24 hours per day, 7 days per week. HCUS commits to providing *best effort - enterprise wide high availability* of the Citrix infrastructure, 24 hours per day, 7 days per week. The Citrix infrastructure includes Web access for telecommuting clients and cable modem/ISP remote access using Citrix Program Neighborhood. HCUS commits to *best effort - enterprise wide high availability* of all Citrix infrastructure software problems, 24 hours per day, and 7 days per week. There is a two-hour maintenance window for Citrix service and maintenance. Maintenance is not a daily requirement, and is scheduled as required in off-peak hours. The resolution times are subject to host server hardware and operating systems being operational.

Telecommunications / Voice Network Services

HCUS Enterprise Managed Services provides and manages a private voice network to the County and the Harris County Flood Control District Complete telephony services include installation and maintenance of PBX systems, Key systems, voice mail systems as well as line and circuit installation and maintenance.

HCUS commits to respond to critical phone trouble calls within 2 hours. HCUS commits to respond to non-critical phone trouble calls within 1 business day, during normal business hours. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Critical phone trouble is defined as an interruption of service that:

- affects the main answering position for the department; **or**
- affects the answering position for an elected or appointed official; **or**
- any outage that affects more than 25% of the system.

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at **(713) 274-4444** or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'HCUS Help Desk' area of this document.

Building Security Services

HCUS Building Security Services provides access control, intrusion detection, monitoring, security cameras, badge readers and access to video camera views to secure Harris County and Harris County Flood Control District facilities.

- The building security systems are designed, configured, and managed by HCUS personnel. Any changes to the configuration should be coordinated through HCUS by submitting a ticket to the Help Desk (helpdesk@us.hctx.net).

- Access to facility/doors can be obtained by sending an email to customerservice@us.hctx.net, attaching completed access card request form with appropriate approvals.

- To obtain an Alarm code for a facility, send an email to the customerservice@us.hctx.net or call Central Station (713-755-7700). This includes additions/changes to alarm or door schedules.

- HCUS will maintain and repair equipment in accordance with manufactures specifications, including any additional equipment the District may add to the system.

- HCFCD will be responsible for the expenses for additional equipment (camera, badge readers) requested by HCFCD.

HCUS strives to ensure that all Building Security Services components are operational 24 hours a day, 7 days a week. All District equipment should be accessible at all times, except when essential maintenance is required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

Enterprise Support Services

Help Desk Services

The HCUS Help Desk is available 24 hours a day, seven days a week, 365 days a year and can be contacted by email, phone or through the service desk portal. A ticket will be created for all requests submitted to the Help Desk. The Help Desk technician will troubleshoot and will either resolve the issue at first point of contact if possible, or escalate the issue to the appropriate technical team for assistance. HCUS Help Desk will work with the requestor to determine and assign urgency and priority. Service requests with a high impact or problems that prevent individuals from performing their work completely are given a higher priority than requests for new software or hardware installations.

The HCUS Help Desk will provide user account management, including permissions, user account and email creation, deletion and modification. Requests for computer or telecommunications installations, maintenance, problem resolution, system changes, or assistance for any of the systems listed in this document should also be directed to the HCUS Help Desk.

All work submitted to the Help Desk is tracked in the ticketing system and reporting is available upon request by HCFCD. Customizable and ad-hoc reporting is available in the ticketing system. Training for District technical liaisons in how to design and produce their own reports is available upon request.

Desktop Support

HCUS Enterprise Support Services will provide endpoint device support services for the District. Device support services include installation and maintenance of workstation hardware and software, printer installation and break fix, network client software, diagnosis and correction of problems in the workstation operating system and setup, only to the extent that they are maintained by the department under current hardware warranties and software versions. This includes emergency after hour's on-call and support of District activations, including scheduled special events. Desktop Support shall include the following:

Desktops/Laptops:
- District owned Hardware support (component installs where needed)
- Software installation (individual and large scale via SCCM).
- Patch management – operating system and some Enterprise supported application patches via controlled release
- Operating system upgrades – thru attrition and upgrade
- Remote support where possible
- Onsite support where required

Mobile Devices (tablets and phones):
- Enterprise County Application installation and configuration (Office, vpn, citrix, email).

Printers (network and non-network) support will include:
- Installation, setup and configuration
- Connectivity troubleshooting
- Software driver updates.

NOTE: HCUS Client Technology will triage and assist with escalation of hardware issues to the customer's pre-established third party or manufacturer support. HCUS technicians do not change toner or printer cartridges, as this is a user function. In addition, for moving assets and equipment during office moves from location to location, HCUS will work with District personnel or their designated vendor to assist with the installation and setup of the delivered equipment.

HCUS strives to ensure that all computer hardware and software is operational 24 hours a day, 7 days a week. All District equipment should be accessible at all times, except when essential maintenance to hardware or software is

required. If it becomes necessary to interrupt any service, prior notification will be given whenever possible, and interruptions will be scheduled to minimize any impact on users.

If individuals encounter problems, they are encouraged to contact the HCUS Help Desk for assistance at **(713) 274-4444** or via email at: HelpDesk@us.hctx.net. All calls will be prioritized and addressed accordingly as indicated in the 'Help Desk Services' section above.

Training

Available training and a current training schedule can be accessed via the Harris County Intranet at http://www.harriscountytx.gov/training/. Microsoft eLearning online classes and courseware are also available via the internet for all the Microsoft products licensed by Harris County as part of the enterprise agreement. The HCUS Enterprise Support Services team can provide you with this information upon request. Training for solutions will remain within the District, except where negotiated as part of a software development/implementation project.

Change Management

Enterprise Support Services facilitates the Change Management process, which provides a repeatable and automated process for managing IT assets supported by HCUS. With Change Management, HCUS minimizes operational risk and maximizes the benefits of change by following predefined business rules involving appropriate stakeholders. Integrated with Problem and Work Management, Change Management provides the controls to effectively manage the infrastructure.

All upgrades, modifications, new release levels, new programs, program fixes, configuration changes, new module implementations, and environment replications pertaining to an application will follow the Change Control Management procedures as outlined in HCUS's Change Control Procedures. This is a URL to the official HCUS Change Management SharePoint site, which explains in detail the HCUS Change Management policies followed today.

https://us.webhc.hctx.net/private/ESS/Change/default.aspx

Except for emergency situations, under no circumstance will any changes to the data or functionality of an application be made operational in the production environment until after testing and prior to the appropriate departmental personnel providing approval. In addition, once non-emergency changes are approved by the appropriate personnel, such changes will not be placed into the production environment during the prime work hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. A situation will be deemed to be an emergency if:

- it results in the inability of users to complete the necessary processes for day-to-day functionality; **and**
- the ability to complete the processes cannot be deferred to allow for the resolution of the situation at a later time; **and**
- no work around exists.

Under emergency situation changes to production, all tracking required under the Change Control Management procedures and approvals from the appropriate departmental personnel must be followed and obtained on the first business day following the day such changes are made.

If a Harris County department or the Harris County Flood Control District utilizes third party vendor services or applications which could impact HCUS production services, production infrastructure, or the County's wide area network managed by HCUS, they must adhere to and follow the HCUS Change Management Policy. Change Management is a process to control and coordinate all changes to an IT production environment. An "RFC-Request for Change" must be submitted to the HCUS Change Advisory Board (CAB) for review and approval whenever there is a potential impact to any production system or environment. All changes to HCUS production components will be managed to ensure integrity, reliability, availability, and audit-ability. This is done to ensure the quality, stability, and

integrity of the business processes, and its data. Failure to accomplish this will mean that the credibility of our activities and the value of our assets can be impaired.

Attachment A – Supported Technology

Supported Technology & Services

Operating Systems (only through published vendor supported schedules)
- Desktop Operating Systems Currently Supported by Microsoft (refer to: https://support.microsoft.com/en-us/lifecycle)
- Desktop Operating Systems Currently Supported by Apple (MAC OS)
- Server Operating Systems Currently Supported by Microsoft (refer to: https://support.microsoft.com/en-us/lifecycle)
- VMWare 6.5 and Higher
- AIX
- CentOS
- MS Azure

Third-Party Application Software *(HCUS will install these software packages which support custom applications as enabling technology, but does not support the actual functionality or performance of the package; they are all vendor supported. HCUS will liaise with the vendors to request additional functionality or fixes on behalf of the District. Where possible over time, HCUS will replace packages that provide duplicate functionality and deprecate packages as custom applications are deprecated or replaced. It should be noted these SW packages are not covered by the Microsoft Enterprise Agreement or other enterprise wide level agreements. Harris County Flood Control District should look at the cost and the need for each piece of SW on an annual basis, as they pay for these applications.)*

- Adobe Creative Cloud *
- Analytic Solver *
- AppXtender *(Transitioning to OpenText)*
- ArcGIS *(Enterprise Agreement)*
- Asana *
- Atlassian Confluence *
- Autodesk AutoCad Civil 3D *
- Autodesk *
- Automate Schedule
- B2GNOW *(funded through Purchasing)*
- Bentley Select *
- Blazemeter
- BlueBeam *
- BrowserStack
- Business Intelligence
- Carlson Civil Suite *
- Cloudflare
- Contrail OneRain
- DevCraft
- DevExpress Universal
- DocuSign * *(Enterprise Agreement)*
- Emma *

- ESRI
- ESRI Drone2Map *
- Everbridge
- Flood Early Warning System
- FMLA Manager *
- Geocortex Essential
- GeoExpress
- gint subscription (Geotechnical and Geoenvironmental Software for HCFCD Geotechnical)
- Global Mapper *
- Interconnected Channel and Pond Routing Model (ICPR)
- KISSFLOW *
- KiWIS
- Lightning Service Cloud
- Local Data Manager (LDM) *
- Meltwater *
- Primavera EPPM *
- Pluralsight *
- SalesForce *
- Schedule Analyzer *
- Slide *
- Skybot
- Talent LMS *
- Twilio
- Unifier*Veoci *
- WISKI *
- Xtools Pro*
- XPSWMM *
- Yammer
- Zoom*

* Maintenance Funded directly by Flood Control

Enterprise Level Spreadsheet, Word Processing, etc. *(Desktop & LAN software is covered by the Harris County Enterprise Level Agreement with Microsoft, with annual true-up on number of licenses in use. In some cases there is an additional license fee for software costs not included in the agreement, i.e., MS Project or Visio.) Management of licensing shall remain a responsibility of the District.*

Based on the number of District users at the time of the execution of this Agreement, HCUS will provide the District licensing for any software provided as part of the Harris County Enterprise-level agreement with Microsoft, which includes a supported Microsoft Operating System, Microsoft Office, SCCM Client, Microsoft Teams and other enterprise application licenses. Please note that there is a cost for all additional Microsoft desktop products (e.g., MS Project, Visio) under the Microsoft Enterprise Agreement. An increase of desktops or additional products for existing desktops requires an annual true-up.

    MS Office Operating Systems Currently Supported by Microsoft (refer to:
    https://support.microsoft.com/en-us/lifecycle)

- Citrix XenApp (Supported by HCUS)
- Symantec Endpoint Protection (Currently Supported by HCUS)
- Desktop and Server Management Software
  - System Center Configuration Manager (SCCM)
  - System Center Operations Manager (SCOM)
  - System Center Management Server (SCMS)
  - Avamar - Server Backup
  - VEEAM – server backup solution for VMware guests
  - Veritas NetBackup for nonstandard server backup (Informix, AIX)
  - Or as HCUS designates
- Azure
- BlackBoard
- HCAM
- Peoplesoft
- Service Manager
- Microsoft O365, SharePoint Online, Teams
- DNN EVOQ (web content management)
- OpenText Content Server

Hardware
- HCUS designates and allows for standard desktop, server, and other equipment
- Multi-Function Printers (Print, Scan, Copy, Scan to Email) (Network and NonNetwork) - HCUS Client Technology will triage and assist with escalation of hardware issues and troubleshooting to the customer's pre-established third party or manufacturer support. HCUS technicians do not change toner or printer cartridges, as this is a user function.
- Printer Servers - HCUS will support printer servers for enterprise network printing.
- Isilon Storage

Network

- Cat-5 or Cat-6UTP with RJ45 implemented within specification
- WAN connection is Metro-Ethernet service
- LAN topology 100Mbps, 1Gbps over UTP, 10Gbps over Twinax or fiber-optic
- Network Hardware – Cisco routers/switches, Alcatel-Lucent Enterprise switches
- HCUS standard network security technology (firewalls, etc.)-not documented for security purposes but can be discussed if needed

Wireless Technology

- Aruba for County supported wireless LAN's.

Attachment B – Harris County Flood Control District Software Applications

The Harris County Flood Control District and County departments are the business and information owners and users of the software application packages and modules required for their business across all platforms, including distributed computing and client software for desktops and laptops. The Harris County Flood Control District specific application or business modules used includes:

1. Bond Program/Bond Tracker Map
2. Channel Assessment Viewer & all of its sub-parts
3. Contract Bidding & all of its sub-parts
4. Construction Management Application (CMA)
5. Construction Portal
6. Contract/Project Search
7. Contract Amendment Application
8. Demolition
9. Developer Construction Inspection System (DCIS)
10. District Financial Application (DFA) & all of its sub-parts
11. Employee Directory
12. Environmental Mapping Application (EMA)
13. Environmental Service Manager (ESM) & all of its sub-parts
14. FloodWatch Monitoring
15. Flood Forecasting system API
16. Global Navigation
17. Instrument
18. Integrated Management - Project Manager
19. Integrated Management - Task Manager
20. Integrated Reports
21. Inundation Mapping Tool
22. Map Book
23. Maintenance Construction Group (MCG)
24. Mechanical Electrical Maintenance System (MEMS)
25. Model and Map Management System (M3)
26. Mowing Status
27. OTG Search
28. OTG Web Access
29. OutfieldPhotosWeb
30. Property Acquisition System (PAS)
31. Project/IFAS XRef – Cross reference project IDs to IFAS PL coding
32. Project Master & all of its sub-parts
33. Property agreements
34. Purchase Order
35. Purchase Order Payments
36. Record Storage Application
37. Report a Problem (RAP)
38. Request For Payment
39. Right of Way (ROW)
40. Security Administration
41. Storefront

42. Timesheet
43. Unit Master
44. Vegetation Management System (VMS)
45. Xtender Services

Websites *(HCUS will be responsible for the infrastructure supporting the requested Harris County Flood Control District websites, including webserver configuration, software installation/setup/maintenance, licensing and maintaining domain names. Maintaining the actual content on websites remains the responsibility of the District.)*

- District Portal
- HCFCD.ORG
- MAAPnext – may include M3 (Model and Map Management System) 11/15
- FWS (Flood Warning System)
- hcfcd.org
- bmpbase.org
- harriscountyfrm.org
- harriscountyfemt.org
- m3models.org
- harriscountyfws.org
- fwsalerts.org
- "FWS Redesign (Has not been created yet)"
- Contrail servers
- transtar.hcfcdcontrail.org
- hcfcdbackup.hcfcdcontrail.org
- alert.hcfcdcontrail.org
- "Forecasting (Has not been created yet)"
- cleanwaterways.org
- greenswetbank.org
- projectbrays.org

Hardware not supported by Universal Services
1. Teledyne ISCO modems used with Samplers

Exhibit B

HCUS Fleet Services Scope Of Services

Service Centers

The District will provide Fleet Services the use of the HCFCD Michael Talbot and South Service Centers at no cost to Fleet Services. This includes shop equipment and utilities currently used for vehicle/equipment service and repair. Fleet Services will continually assess the asset life of shop equipment and, when necessary, include replacement of assets as part of the Fleet Services annual Capital Improvement Program (CIP). District shop equipment currently in the District's inventory will remain in the District's inventory until such time as equipment is replaced by Fleet Services.

Note: Submission of a fleet services repair and replace project as part of the Fleet Services annual CIP is not a guarantee of funding. If repair and replace funding is not available, Fleet Services will notify the District in a timely manner to collaborate on other possible funding sources.

The District will provide repairs and renovations related to general maintenance and upkeep of the Maintenance Buildings at the Michael Talbott and South Service Centers. The District will fund any modifications or renovations that the District desires to have performed. Fleet Services may request to modify or renovate the buildings for its operational needs and if the District has no objection, Fleet Services will fund the requested modifications and renovations.

Parts Inventory

Parts inventory purchased by the District will be uniquely identified in FleetWave and will not be charged to the District when used. Parts inventory purchased by Fleet Services will be charged to the District when used.

Services to be Provided by Fleet Services

Services to be provided by Fleet Services include, but are not limited to:

District Vehicle / Equipment Procurement
- Provide research and quotes for new vehicles and equipment based on the District's business requirements.
- Assist with receiving, inspecting, and working with Purchasing Services to tag new vehicles for placement into the asset management system.
- Acquire and install license, inspections, decals, toolboxes, and all other aftermarket items such as lights and radios.

District Vehicle / Equipment Disposal
- Remove all accessories and license plates in preparation for disposal of vehicles / equipment.

District Vehicle Lease Program
- Assist in research and reviewing quotes for leased vehicles based on the District's business requirements, as needed.

- Work with the District and Enterprise (or other companies) to manage a vehicle lease program, including vehicle maintenance, tracking of mileage, and replacement of vehicles at end of lease.
- Fleet Services will manage Harris County Master Agreement for Enterprise (or other companies).

District Vehicle Inspection, Registration & Toll Tags
- Assist with state vehicle inspections for vehicles serviced.
- Assist with license registration renewals for vehicles serviced.
- Assist with placing toll tags on vehicles serviced and leased.

Fuel
- **Fuel Purchase:**
  - Inventory and purchase all fuel used by the District. Fleet Services will charge the District for all fuel purchases. (This includes purchases at both in-house and Fuelman stations.)
  - Set up and maintain fuel cards and PINs for new and existing employees.
  - Provide fuel statements for review on a monthly basis to the District's Fleet Coordinator.

- **Fuel Station Compliance:**
  - HCUS will work in conjunction with the District and Harris County Engineering to monitor, report, and repair all District fuel stations.
  - HCUS will work in conjunction with the District and Harris County Engineering to ensure compliance with State and Federal laws regarding AST and UST fuel stations.
  - HCUS will coordinate/facilitate with the Texas Commission on Environmental Quality (TCEQ) inspections and compliance.

District Vehicle / Equipment Maintenance & Repair
- **Vehicle Maintenance:**
  - Maintain and repair the District's vehicles/equipment in accordance with manufacturers' specifications.
  - Provide shuttle service to and from dealerships for vehicles in need of routine maintenance and repair.
  - Provide wrecker service when needed.
  - Dispose of used oil, batteries and tires.
  - Provide improvements, as needed, to the used drums and waste oil storage area(s) provided by the District to ensure those areas comply with the District's wastewater pollution prevention plans.

- **Parts Supply:**
  - Purchase/inventory parts for maintenance and repair.

    Note: Parts inventory currently on hand and paid for by the District will be used first and put on work orders at a zero charge. The District is responsible for working with Purchasing to dispose of any dead inventory or unusable parts in its current inventory. Fleet Services will procure and dispose of parts inventory purchased by Fleet Services.

- **Vehicle Collision Repair:**
  - Provide wrecker service when needed to the District.
  - Facilitate appraisal by a third party appraiser.

- o Provide appraisals and recommendations to the District for review and approval.
- o Facilitate repair of vehicles.

- **Equipment Repair:**
  - o Coordinate/facilitate heavy construction equipment and small equipment maintenance and repair.
  - o Communicate status of equipment repairs, including expected date of return-to-service.
  - o Coordinate with the District's Fleet Coordinator for approval on repairs and repair costs above $2,000.

  Note: This includes items such as chain saws, weed eaters, ATVs and airboats.

- **Reporting & Other Duties:**
  - o Provide reports on maintenance and fuel usage as requested.
  - o Provide installation services for vehicle trackers in the District's vehicles, including providing vendor recommendations.

  Note: Purchasing of trackers and any ongoing charges are the responsibility of the District. Monitoring of vehicle usage is also the responsibility of the District.

Services to be Provided by the District

Services to be provided by the District include but are not limited to:

District Vehicle / Equipment Procurement

- Maintain Vehicle Control Numbers (VCN) and the information associated with each VCN.
- Perform vehicle and equipment inventory.
- Determine life cycle replacement of vehicles and equipment with input from HCUS.
- Collaborate with HCUS on new vehicle/equipment quotes to ensure the vehicle/equipment fits the intended application.
- Enter Purchase Order (PO) requests and purchase vehicles / equipment. Equipment will be owned by the District.
- Inspect and replace fire extinguishers and first aid kits within each vehicle.

District Vehicle / Equipment Disposal

- Coordinate disposal of assets through County auction services (Purchasing Services).

Note: The District will be the recipient of any funds generated from sale of the District's assets at auction.

District Vehicle Lease Program

- Assist in research and reviewing quotes for lease vehicles based on the District's business requirements, as needed.
- Work with HCUS and Enterprise (or other companies) to manage vehicle lease program, including vehicle maintenance, tracking of mileage, and replacement of vehicles at end of lease.
- The District will administer the Lease Contract (District Service Agreement under Harris County Master Agreement) for Enterprise (or other companies).

District Vehicle Inspection, Registration & Toll Tags
- Facilitate state vehicle inspections for vehicles serviced.
- Facilitate license registration renewals for vehicles serviced.
- Facilitate placing toll tags on vehicles serviced and leased.

Note: The District is responsible for monitoring and paying toll road charges.

Fuel / District Vehicle Usage
- Assign vehicles to District employees.
- Continue to run reports of vehicle usage through current GPS provider.
- Ensure fuel charges are appropriate and any fraudulent fuel charges detected and addressed.

Note: HCUS will provide and monitor reports to assist the District in fraud prevention.

District Vehicle / Equipment Maintenance & Repair
- Approve repair charges >$2K (e.g. engine or transmission replacement).
- With input from Fleet Services, determine if vehicle/equipment is at end of life and therefore repair would not be prudent.

Rental Equipment
- Determine the vendor(s) used to provide this service in accordance with District policies and procedures.
- Enter PO requests and coordinate equipment rental as needed.
- Coordinate rental equipment moves from job to job.
- Coordinate rental equipment repair.

Additional Items to Remain with the District
- **Equipment & Safety/Contractor Supplies:**
  - Order, inventory, and distribute safety and construction supplies.
  - Manage uniforms for District employees.
  - Inventory and charges for any specialized equipment such as radios/tablets.
- **Toll Charges:**
  - Monitor and pay toll road charges.
- **Building Maintenance & Repairs:**
  - Upkeep of the Michael Talbott and South Service Centers.
- **Other Non-Equipment / Non-Vehicle Tasks**
  - As needed.

Presented to Commissioners Court

March 9, 2021

Approve: E/G

THE STATE OF TEXAS　　§

　　　　　　　　　　　　　§

COUNTY OF HARRIS　　§

The Commissioners Court of Harris County, Texas, convened at a meeting of said Court at the Harris County Administration Building in the City of Houston, Texas, on <u>March 09, 2021</u>, with the following members present, to-wit:

Lina Hidalgo	County Judge
Rodney Ellis	Commissioner, Precinct No. 1
Adrian Garcia	Commissioner, Precinct No. 2
Tom S. Ramsey, P.E.	Commissioner, Precinct No. 3
R. Jack Cagle	Commissioner, Precinct No. 4

and the following members absent, to-wit: <u>none</u>, constituting a quorum, when among other business, the following was transacted:

ORDER AUTHORIZING EXECUTION OF AN INTERLOCAL AGREEMENT BETWEEN THE HARRIS COUNTY FLOOD CONTROL DISTRICT AND HARRIS COUNTY, TEXAS

Commissioner <u>Ellis</u> introduced an order and made a motion that the same be adopted. Commissioner <u>A. Garcia</u> seconded the motion for adoption of the order. The motion, carrying with it the adoption of the order, prevailed by the following vote:

		Yes	No	Abstain
AYES:	Judge Lina Hidalgo	☑	☐	☐
NAYS:	Comm. Rodney Ellis	☑	☐	☐
ABSTENTIONS:	Comm. Adrian Garcia	☑	☐	☐
	Comm. Tom S. Ramsey, P.E.	☑	☐	☐
	Comm. R. Jack Cagle	☑	☐	☐

The County Judge thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order thus adopted follows:

WHEREAS, the District desires HCUS to manage its Information Technology Services ("IT") and its Fleet Services ("Fleet"); and

WHEREAS, the District and HCUS have previously agreed informally for HCUS to manage the District's IT and Fleet services, and now desire to execute this Interlocal Agreement; and

WHEREAS, HCUS desires to provide the District the IT services as set out in the attached Scope of Work in Exhibit "A" and the Fleet services as set out in the attached Scope of Work in Exhibit "B"; collectively referred to herein as ("Scopes"); and

WHEREAS, the District will pay HCUS $4,400,651.83, which includes $3,720,965.83 for IT services and $679,686.00 for Fleet services for fiscal year 2022, and this Agreement will renew on an annual basis based on projected costs.

NOW, THEREFORE, BE IT ORDERED BY THE COMMISSIONERS COURT OF HARRIS COUNTY, TEXAS THAT:

Section 1:   The recitals set forth in this order are true and correct.

Section 2:   County Judge Lina Hidalgo is hereby authorized to execute for and on behalf of the Harris County Flood Control District and Harris County, Texas, an Agreement by and between the Harris County Flood Control District and Harris County, Texas, on behalf of the Harris County Universal Services department to provide Information Technology Services and Fleet Services to the Harris County Flood Control District for $4,400,651.83 for fiscal year 2022, said Agreement being incorporated herein by reference for all purposes as though fully set forth verbatim herein.

exe HCUS - FLEET AND IT 2021-123.docx