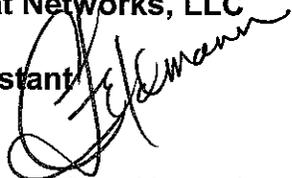


**SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET**

DATE: July 10, 2008

ITEM #: C - 6

SUBJECT: Professional Service Contract for Information
Technology Service with Iron Goat Networks, LLC

CONTACT PERSON: Carole Feldmann, Executive Assistant 

ISSUE: Authorize the Mayor to sign a year 1-year contract with Iron Goat Networks, LLC to provide on-call services at a cost not to exceed \$ 15,000.00.

SUMMARY STATEMENT: The City of Sultan submitted a legal ad for IT Services to run on May 16 & 23, 2008 in the Daily Journal of Commerce and the Everett Herald. Interested Vendors were to respond by June 13, 2008. The City received 3 bid proposals. On June 24, 2008 the Finance Committee met to review the bids and select a proposal. Iron Goat Networks was chosen as the successful vendor.

BACKGROUND: The City of Sultan needs a Permanent Information Technology Solution. The majority of the city's work is done on computers and over the internet, reliable equipment and a sound network is a mandate for proficient and timely communication and work product deliverability. This will ensure the success of employees tasked with city projects and the numerous federal, state, and county compliance mandates in all departments. There have been several times when the city has been faced with computer, internet, and email problems that have delayed the delivery of information, documents, or other materials due to the unavailability of IT support staff.

The 3 bids received are summarized below.

1. **Quicklight LLC** (DBA: Quicklight Computer Repair & Quicklight Networks)
Paul Fischetti CTO
10929 Evergreen Way Suite B
Everett WA 98204
425.438.2050
 □ **Annual Cost of \$ 691,000 per year**

2. **TitleSCAN Web Systems**
Norman Street – Senior Systems Engineer
42923 170th Street SE

Gold Bar WA 98251
360.793.2183

- **Annual Fixed Cost of \$ 36,000.00**

3. Iron Goat Networks, Ilc

PO Box 1232
Sultan WA 98294-1232
360.799.0552
Ryan & Caroline Spott

Option 1 - Hourly Retained Services

- **\$1435.00 = 20.5 billable monthly hrs** @ \$ 70.00
- Non Emergency Support @ 70.00 hr
- Emergency Support during business hrs @ 85.00
- After hours emergency support @ 100.00

This would not include emergencies: **Yearly fixed \$ 17,220.00**

Option 2 - Flat Hourly Billing

- Scheduled Support & Maintenance: @ 70.00
- Remote Emergency Support Regular Hours @ 85.00
- On Site Emergency Support Regular Hours @ 100.00
- Remote After Hours Support @ 100.00
- On Site After hours Support @ 115.00

**(drive time for living in Sultan is excluded)*

These proposals do not include email and web host services and that is currently being reviewed with Iron Goat Networks.

ALTERNATIVES: All reasonable alternatives have been researched signing a contract for services with Iron Goat Networks, is the most cost effective solution to the city's IT needs.

1. Authorize the Mayor to sign a contract with Iron Goat Networks, LLC on a Flat Hourly Billing Rate as outlined in Option 2. This option appears to be the most cost effective solution to the city. After the initial assessment and implementation of equipment, software, and network repair and maintenance should be minimal.

Attachment A

Scope of Work

Iron Goat Networks, LLC

Information Technology Services Contract

Iron Goat Networks, LLC will be on call to provide technical assistance and system administration to the city and provide general professional services on an as-needed basis primarily during normal business hours: Monday to Friday 8:00am to 5:00pm. Iron Goat Networks, LLC, will guarantee a 2-hour response time for emergency situations at all hours, as defined at the sole discretion of the city. Iron Goat Networks will work closely with the City Clerk.

Specific responsibilities include, but are not limited to, the following:

1. Initial assessment – Compile/update inventory of all information technology related assets, assess system architecture and current processes, and make recommendations for improved city-wide information technology performance. The written assessment should include the number of hours deliverable for recommended phases of improvements and upgrades. A written assessment report with recommendations is due within 30 days of all parties signing the contract.
2. Desktop application support – Perform basic support functions including ordering and installing personal computers, laptops, PDA's, printers, peripherals, and office automation software, diagnose and correct desktop application problems, configure computers for standard applications and identify and correct end user hardware and software problems, and perform advanced troubleshooting. Assist designated city personnel with software and hardware purchases. Assist in the development of software/hardware policies and procedures.
3. Server and workstation administration services – Manage computer systems and networks including complex applications, database, e-mail, web and other servers and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the city's systems. Establish the amount of deliverable hours to ensure scheduled preventative maintenance for equipment is properly and promptly performed and maintain the maintenance records on the equipment. Manage changes, upgrades and patches. Manage user logins and security. Coordinate repair and maintenance work with contracted repair vendors if needed and ensure repairs are conducted in

a timely fashion. Support Springbrook financial software and other specialized software products of the City of Sultan.

4. Network Administration services – Maintain all city network equipment including switches, firewalls, routers, and other security devices. Perform installation and maintenance of printers, network copiers/scanners, etc. Ensure maintenance of network including regular analysis, routine configuration, and installation of patches and upgrades. Perform minor cabling as needed. Establish the amount of deliverable hours for these services.
5. Security – Maintain virus detection programs on city servers, e-mail and all other city computers and laptops. Perform security audits as requested and notify city personnel immediately of suspected breaches of security or intrusion detection. Configure city systems to enable remote access in a secure environment and provide remote access administration as requested or designated by city personnel. The ability to allow this access should commence within 60 days of all parties having signed the contract.
6. Data backups – Ensure all city data is backed up and available for restoration when needed. Maintain offsite backups of all system data in a secure environment. The ability to establish Data backups should commence within 60 days of all parties signing the contract and an established amount of deliverable hours to complete and maintain backup requirements.
7. Strategic planning – Engineering, planning and design for major system enhancements, including installations and upgrades of new or existing systems. Provide technical leadership for server technology issues. Make recommendations for future purchases and technology needs.



Attachment B
Iron Goat Networks, llc
P.O. Box 1232
Sultan, WA 98294
360-799-0552

June 13, 2008

City of Sultan of Sultan
PO Box 1199
Sultan, WA 98294

Re Information Technology Support Services Request for Proposal

Iron Goat Networks, llc is pleased to present this proposal to the City of Sultan to provide the Information Technology services detailed within to the City of Sultan on a contracted basis. All information and/or questions regarding this proposal should be directed to Caroline Spott at 360-799-0552 or via e-mail at info@irongoat.net. The taxpayer identification number for Iron Goat Networks is 26-2303084.

Iron Goat Networks will provide the City of Sultan with technical assistance and system administration on an as-needed basis at a retained rate or a rate to be negotiated. The attached proposal includes a detailed summary of how Iron Goat Networks will meet the scope of work and requirements outlined by the City of Sultan in the Request for Proposal for Information Technology Support Services dated May 16, 2008.

This proposal and the attached cost schedule shall be valid and binding for ninety days following the proposal due date of June 13, 2008 and will become part of the contract negotiated with the City of Sultan.

Please let us know if there are any questions or if additional information is needed to assist you in your decision. Thank you for your time and consideration; Iron Goat Networks looks forward to the opportunity to continue assisting our City with technology support.

Sincerely,

Caroline Spott
Owner Iron Goat Networks, llc



Iron Goat Networks, llc

P.O. Box 1232
Sultan, WA 98294
360-799-0552

1. *Letter of transmittal – the letter is not intended to be a summary of the proposal itself. The letter of transmittal must contain the following statements of information:*
- a. *Company name, address and telephone numbers of the firm or individual submitting the proposal.*
 - b. *Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.*
 - c. *Federal and state taxpayer identification numbers of the individual or firm submitting the proposal.*
 - d. *A statement summarizing the services to be performed and a commitment to providing the services as specified. The statement must be signed by a corporate officer or other individual who is legally authorized to bind the respondent to both its proposal and cost schedule,*
 - e. *A statement which indicates, “proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the city.”*

The above information is included in the text of the letter on page one.

2. *General Information – provide the following information:*

Iron Goat Networks started in Anderson Valley, California in 1997 as CSpott Consulting to provide technology supports services to small, medium businesses and government agencies. Our focus is innovative problem solving for small businesses to enable them to manage their technology for maximum efficiency and cost.

In 2005 CSpott Consulting became Iron Goat Networks when we began offering Internet service. Iron Goat Networks continues to meet the technology support needs of small business and government agencies within our community

- A. *Length of time in business.*
Iron Goat Networks have been in business for 11 years, first as CSpott Consulting, changing to Iron Goat Networks, llc in 2005.
- B. *Length of time in business providing proposed services.*
The principals of IGN have been providing the services indicated in the Request for Proposal for over 13 years.
- C. *Total number of clients.*
Iron Goat Networks, llc currently serves over 240 clients.



Iron Goat Networks, llc

P.O. Box 1232
Sultan, WA 98294
360-799-0552

D. *Total number of public sector clients.*

Iron Goat Networks currently serve four public sector clients.

E. *Number of full time personnel in consulting, installation and training, sales, marketing and administrative support.*

Iron Goat Networks has two full time personnel and three part time specialists on staff. Iron Goat Networks utilizes outside consultants as needed.

F. *Location of headquarters.*

Our headquarters are located at 721 Depot Lane, Sultan, WA 98294

G. *Location of office that would serve this account.*

Iron Goat Networks will serve the City of Sultan from our headquarters in Sultan, WA.

3. *Describe how you and/or your firm is positioned to provide the services listed above and provide a history of experience on providing similar services.*

Iron Goat Networks has provided services similar to those outlined in the request for proposals for thirteen years to multiple small businesses and government agencies and understands the complications unique to working with the public sector. The key personnel of Iron Goat Networks have worked with the University of Alaska, the Anderson Valley School District, the Anderson Valley Community Services District, and are currently working with the City of Sultan of Sultan, the Sultan School District, and Snohomish County Fire District #5.

4. *Describe your and/or your firm's approach to providing these services and your methodology for providing on-going support.*

Iron Goat Networks takes a cooperative approach to providing technology support services. Iron Goat Networks works with our clients to develop technology solutions specific to our clients needs. Our goal is to create a technology environment, which allows our clients to work seamlessly through standardization. Iron Goat Networks interviews the organization's principals and end users to determine what applications are used and how they are used by the agency or organization and its users. This process allows us to focus on initial trouble spots, form a plan to improve efficiency and reduce costs.

Iron Goat Networks provides on-going support to ensure all systems are upgraded with necessary updates and patches in a timely manner. Iron Goat Networks partners with the client to allow the client to work *with* technology, not *on* it.



Iron Goat Networks, llc

P.O. Box 1232
Sultan, WA 98294
360-799-0552

5. Provide the name, title, address, and telephone number of five (5) references for clients whom you have provided similar services. Provide information referencing the actual service provided, customer size (and number of users), and the length of tenure providing services to this client.

1. *Monroe Women's Care*, 360-794-1444, 14841 179th Ave SE, Monroe, WA 98272
Attn: Cindy Bird. This client is a group of physicians which Iron Goat Networks has provided technical support services to for three years. Iron Goat Networks assisted with all systems including the installation of a network firewall, server, centralized user administration and standardization of user workstations. This company consists of 10 users. The users consist of doctors, medical assistants and administrative staff.
2. *Sultan School District*, 360-793-9800, 514 4th St, Sultan, WA 98294 Attn: Dave Moon. Iron Goat Networks currently provides the Sultan School District with high-speed wide area network services and advanced network consulting. Iron Goat Networks have worked with the School District for three years.
3. *Snohomish County Fire District #5*, 360-793-1179, 304 Alder St, Sultan, WA 98294, Attn: Tim Tullis. Iron Goat Networks provide Fire District #5 with technical support, database management, application management, IP phone system installation, on-going support and networking support. Iron Goat Networks established a virtual private network between fire stations to reduce monthly telecom costs. Iron Goat Networks has worked with the Fire District for six years. The client has 30+ volunteer firefighters using systems for report entry and 8 and full time staff, and 2 part administrative staff.
4. *Anderson Valley Unified School District*, 707-895-3010, 12300 Anderson Valley Way, Attn: Patti Wilson (Business Manager). Ryan Spott provided technical support services in the role of District Technology Coordinator for the school district for three years. The school district consists of approximately 500 students and 50 staff members.
5. *Anderson Valley Community Services District*, 707-895-2020, 14281 Highway 128, Boonville, CA 95415, Attn: Colin Wilson. CSpott Consulting provided database management and development, and desktop support for three years. This client has one full time fire chief, one full time administrative assistant and 30+ volunteers.
6. *City of Sultan*, 360-793-2231, PO Box 1199, Sultan, WA 98294. Iron Goat Networks has provided the City of Sultan with web development, e-mail hosting, web hosting and information technology support on an emergency basis for three years.



6. *Staff resources – identify the names of principals and key personnel who will actually provide the information technology services. Summarize the experience and technological expertise of these staff. Describe the role and responsibility that each of these individuals will have. Full resumes of these individuals should be attached to the proposal. The local availability of staff that will be providing these services will be an important consideration*

The staff of Iron Goat Networks currently consists of two principal full time employees/owners and several contracted IT subject matter experts. The key personnel are Ryan and Caroline Spott, who have both lived in Sultan for eight years.

Ryan Spott has worked in the IT field for over thirteen years. During this time Mr. Spott has been employed as a Network Engineer/Administrator overseeing the operations and monitoring of networks ranging from a two-person offices to nationwide Federal government agencies. A copy of his resume is attached, which outlines the specifics of his work experience.

Caroline Spott has worked for the University of Alaska to create training documentation for the Division of Computing and Communications. For the past three years, Caroline has been a full time employee of Iron Goat Networks and has overseen the construction of high speed wired and wireless networks spanning Snohomish County.

Iron Goat Networks employs several specialists who are contracted on an as-needed basis. The most commonly used specialists are:

- 1.N. Melnick, specializes in Active Directory, Exchange, IIS, and perl
- 2.P. Denet, specializes in network monitoring, systems engineering, PHP and MySQL
- 3.T. Kepler, specializes in accounting systems and business continuity planning.
- 4.Additional subject matter experts are brought in on an as needed basis.

7. *Support Services – please answer the following:*

- A. *Is help desk support available?*
There is help desk support available.
- B. *When is support available? Indicate hours of the day and days of the week.*
Support is available 24/7.
- C. *How are charges for support structured, documented, tracked and invoiced?*
Support given during regular business hours (Monday-Friday 8AM-5PM) is charged at a regular rate.



Iron Goat Networks, llc

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Sultan, WA 98294
360-799-0552

After hours support, which includes Federal, State and Local holidays, unless prior arrangements are made, is billed at separate rate outlined in our fee schedule.

Charges for support are tracked via a ticketing system, which tracks the time spent on an issue and follows the progress of an issue. All services are invoiced once per month.

Invoicing includes a detail of the issue, time and date.

D. *Do you provide a toll-free support number?*

Our support number is a local Sultan telephone number.

E. *Describe your problem escalation process, including – initial problem identification, triage for priority and severity of problem, steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory, final authority regarding conflicts.*

Issues are initially identified by either notification from monitoring systems or customer contact. Issues which affect the largest number of users are addressed first; at that point Iron Goat Networks will communicate with pre-designated staff to determine the priority in which smaller issues may need to be addressed. If a solution is not immediately forthcoming, Iron Goat Networks will take all possible steps necessary to create a feasible temporary solution to the issue to allow staff to continue working with the least amount of disruption. The final authority regarding any conflicts rests with the client, however, Iron Goat Networks reserves the right to refuse requests which are technically unfeasible.

F. *Indicate your response time and goal and also your statistics regarding meeting that goal.*

Iron Goat Networks will respond within two hours of notification to an issue. Iron Goat Networks is able to meet this goal 99% of the time. While Iron Goat Networks strives to resolve all issues as quickly as possible, we cannot be responsible for acts of nature, or forces beyond our control which would prevent us from resolving issues in a timely manner.

8. *If your company has had a contract terminated during the past five years, all such incidents must be described. If the termination was for default as defined as notice to stop performance due to the vendor's nonperformance or poor performance; and the issue was either a) not litigated or b) litigated, and such litigation determined the vendor to be in default. If default occurred, list complete name, address, and telephone number of the party. If no such terminations for default have been experienced by the respondent in the past five years, declare that.*

Iron Goat Networks has not had any contracts terminated within the past five years.



Iron Goat Networks, llc

P.O. Box 1232
Sultan, WA 98294
360-799-0552

9. Statement of material litigation – provide a statement on whether or not the company or individual is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.

Our company is currently not involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly.

10. Beyond the scope of this proposal, what services (related or otherwise) do you and/or your firm provide that may be of interest to the City?

Beyond the scope of this proposal, Iron Goat Networks will be happy to continue our current work with the City of Sultan in regards to e-mail and web services at the current discounted rates Iron Goat Networks have established with the City of Sultan.

In addition, Iron Goat Networks can provide:

1. IP Based phone systems
2. Advanced Voice Mail and Automatic Call Distribution Systems
3. Customized coding and application development
4. Web-based Content Management Systems
5. High Speed Wide Area Networking Services
6. Turn-key server and workstation leasing

11. Proposal summary – summarize your proposal and your firm's qualifications. Additionally, you may articulate why you and/or your firm is pursuing this work and how it is uniquely qualified to perform it. Include other pertinent information that helps the city determine your overall qualifications.

Iron Goat Networks will provide the City of Sultan with the technical support services outlined in the request for proposals dated May 16, 2008 by working cooperatively with City staff to develop technology solutions catering to the specific needs of the City. Our approach is to determine the application and hardware needs of city staff through interviews and inventory. Using this information, Iron Goat Networks will standardize City systems to increase productivity and reduce information technology expenditures for the City.

Iron Goat Networks has been in business helping public sector clients develop strategies and standards, which have allowed them to increase efficiency and productivity by *reducing* the need for technical support. Iron Goat Networks has a history of working with the City of Sultan to meet their needs. Not only does the principal staff of Iron Goat Networks work in Sultan, they are active members of the community and look forward to the opportunity to increase their involvement with our City of Sultan both as a business and citizens.



Iron Goat Networks, llc

P.O. Box 1232
Sultan, WA 98294
360-799-0552

Cost of Services

Iron Goat Networks offer two different fee options for contracted information technology support services. The first option includes a monthly retainer, the second is a straight hourly option. The City of Sultan may choose either option. Iron Goat Networks is open to negotiating our rates at the City of Sultan's request.

Option 1

Hourly retained rate: \$70.00

The monthly retainer is billed ½ hour per computer per month. (ancillary devices, ie printers, PDAs, phones, etc.. are not included in this monthly retainer)

For example, according to the inventory on the request for proposal, this would make the current monthly retainer: \$1435.00 and would include 20½ billable hours of service per month. The hours in the retainer include after hours and emergency support during business hours.

Any hours above the retainer are billed as follows:

Non-Emergency Support: \$70.00/hour

Emergency Support during business hours: \$85.00/hour

After Hours Emergency Support: \$100.00/hour

With this option, Iron Goat Networks do not bill for drive time.

Option 2

Straight Hourly Billing

Scheduled Support and Maintenance: \$70.00/hour

Remote Emergency Support During Business Hours: \$85.00/hour

On Site Emergency Support During Business Hours: \$100.00/hour

Remote After hours Emergency Support: \$100.00/hour

On Site After hours Emergency Support: \$115.00/hour

Drive time is billed for all on site support and maintenance at \$50.00/hour

(drive time is excluded for trips originating in Sultan)

TitleSCAN Web

Attachment C

TitleScan Systems PXN A Paxongroup Company

TitleSCAN Systems
A Division of the Paxon Corporation

Phone (978) 443-5143
Fax (978) 443-5312

490B Boston Post Road
Suite 202
Sudbury, MA 01776

June 12, 2008

City of Sultan
ATTN: City Clerk
319 Main Street
Sultan, WA 98294-1199

RE: Information Technology Support Services Proposal

Proposal submitted by: TitleSCAN Systems
490B Boston Post Road, Suite 202
Sudbury, MA 01776
Toll Free: 1-800-448-4357

Primary Contact: Norman Street
TitleSCAN Systems – Senior Systems Engineer
42923 170th Street SE
Gold Bar, WA 98251
Email: nstreet@titlescan.com
Phone: 360-793-2183

Federal ID: 93-0827460

As detailed in the attached proposal, TitleSCAN Systems will provide high quality and knowledgeable technical support assistance and system administration to the City of Sultan, as outlined in the Scope of Work. TitleSCAN Systems specializes in mission-critical systems that are required to be operational 24 X 7. TitleSCAN Systems' technical support focuses on the customer's needs and provides a designated technical account manager, and direct access to senior level support technicians.

TitleSCAN Systems will provide a single point of contact for all problem reporting using TitleSCAN's National Support Center, as well as provide guaranteed two-hour response for emergency situations, and continuous effort for business-critical issues. TitleSCAN Systems is committed to providing timely, professional, and comprehensive assistance.

This proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the City of Sultan.

Yours truly,



Mary Fenner
President

MF/sjd
ENCLOSURES

General Information

TitleSCAN Systems, a division of the Paxon Corporation, was founded in 1981. We have been providing quality information technology services since that time, and currently have 450 customers located throughout the continental United States; all of our existing customers are from the private sector. We have eight (8) full-time personnel.

Our Corporate Headquarters is located in Sudbury, Massachusetts, and our Western Regional Office is located in Eugene, Oregon. Our satellite office in Gold Bar, Washington, is situated approximately five miles from Sultan, and is fully equipped to handle all of the City of Sultan's technology needs.

Please visit our website at www.titlescan.com for more information about our company.

About Our Support

TitleSCAN Systems has long been focused on maintaining quality technology systems and has a hard-earned reputation for providing professional, knowledgeable and friendly support to our customers. We provide Network and Server Administration to many of our existing clients, and have done so for over twenty (20) years.

How We Provide Support

TitleSCAN Systems provides a toll-free number to all of our customers, which is available from 5:30 am to 5:00 pm Pacific Time, Monday through Friday, as well as an email address, support@titlescan.com. The toll-free number and email address both connect to the TitleSCAN Systems National Support Center. If the call or email is in regard to a problem, issue or question needing support assistance, a Support Incident is opened and entered into TitleSCAN's National Incident Tracking System. The Support Incident is then assigned to a Customer Support Representative who contacts the customer and works to resolve the Incident. Many incidents are handled directly over the phone by answering a customer's question or by providing instructions or other advice. If necessary, the Customer Support Representative may directly access the customer's system to further troubleshoot the problem or to configure the software. This is typically done through an Internet link to the customer's computer if one is available.

References

- a. Land Title Company
Kris Mihulka, Assistant Manager
9657 Levin Road N.W.
Silverdale, WA 98383
360-692-2233

TitleSCAN Systems provides monthly network management and support for this office, as well as two remote offices in Port Orchard and Poulsbo. This location has approximately 25 users, and has been a customer of TitleSCAN Systems since 1993. We remotely manage and maintain network software and servers, taking appropriate action as needed; manage and monitor nightly data backups; monitor Symantec System Console to detect and resolve virus threats throughout the network; install critical Microsoft updates as they become available, to keep all systems secure; prepare and install replacement PC's for users as needed; actively monitor printer usage and order and replace printer parts as needed; and provide on-site visits as needed to facility the above tasks and responsibilities.

- b. Land Title Company
Anna Threatt, Assistant Manager
930 W. Railroad Avenue
Shelton, WA 98584
360-426-8288

TitleSCAN Systems provides monthly network management and support for this office, as well as a remote office in Belfair. This location has 18 users, and has been a customer of TitleSCAN Systems since 1993. We remotely manage and maintain network software and servers, taking appropriate action as needed; manage and monitor nightly data backups; monitor Symantec System Console to detect and resolve virus threats throughout the network; install critical Microsoft updates as they become available, to keep all systems secure; prepare and install replacement PC's for users as needed; actively monitor printer usage and order and replace printer parts as needed; and provide on-site visits as needed to facility the above tasks and responsibilities.

- c. Alliance Title Company of Nevada
Kim Woldehanna, President
3190 S. Highway 160, Suite C
Pahrump, NV 89048
775-751-5252

TitleSCAN Systems provides monthly network management and support for this office. This location has two users, and has been a customer of TitleSCAN Systems for approximately two years. We remotely manage and maintain network software and servers, taking appropriate action as needed; perform a routine network check once a month; manage and monitor nightly data backups; install critical Microsoft updates as they become available, to keep all servers secure; check anti-virus software to confirm the virus signatures are up-to-date and confirm any virus threats are detected and resolved; and provide on-site visits as needed.

- d. Rears Manufacturing
Michael Rear, President
2140 Prairie Road
Eugene, OR 97401
541-688-1002

TitleSCAN Systems provides monthly hardware support for this office. This location has 25 users, and has been a customer of TitleSCAN Systems since 1983. We provide equipment maintenance repair, as well as preventative maintenance, on their hardware and network systems.

- e. Chicago Title
Jennifer Kaatz, Title Plant Systems Administrator
1616 Cornwall Avenue, Suite 115
Bellingham, WA 98225
360-752-6521

TitleSCAN Systems provides monthly support for this office. This location has 35 users, and has been a customer of TitleSCAN Systems since 1990. We have worked closely with this company for many years performing a wide variety of duties, including hardware and software support. TitleSCAN Systems' continued and ongoing support for this

customer includes installing, configuring and maintaining their Title Plant software and image storage solutions.

Staff Resources

Norman Street, TitleSCAN Systems' Senior Systems Engineer, is located in Gold Bar, Washington, approximately five (5) miles from the City of Sultan. Norman has been an employee of TitleSCAN Systems for fifteen (15) years. His responsibilities include installing, configuring and maintaining servers and workstations; acting as primary interface with customers to provide internal analysis and technical support; managing performance of a multiple hardware and software platform interface at the most complex level; planning, designing and maintaining data networks and servers; explaining technical concepts in non-technical terms to clients and staff; researching technical manuals and guides to respond to questions and solve personal computer problems; prioritizing requests, organizing, scheduling and coordinating a variety of activities and projects; analyzing products and recommending use of new products and services; establishing and implementing policies and procedures for networks throughout the organization; adapting to changes in technology; and working independently and as a team member.

Daniel Newell, TitleSCAN Systems' Manager of Technology & Hardware Operations, has been an employee of TitleSCAN Systems for twenty-five (25) years. His responsibilities include overseeing the day-to-day operation of computer networks including hardware/software support, training, and special projects; planning and implementing data connectivity for local area network (LAN) and wide area network (WAN) systems; assisting in coordinating special projects including network related wiring plans, LAN/WAN hardware/software purchases, and system installation, backup, maintenance and problem solving; and assisting in providing network and remote connectivity hardware/software support.

Steve McKinney, TitleSCAN Systems' Senior Software Engineer, has been an employee of TitleSCAN Systems for fifteen (15) years. His responsibilities include overseeing the development and maintenance of software; directing programming staff and coordinating work with the applications programming area; and determining hardware and software needs and managing the installation of new systems.

Neal Spangler, TitleSCAN Systems' Senior Software Engineer, has been an employee of TitleSCAN Systems for twenty-five (25) years. His responsibilities include installing, configuring and maintaining servers and workstations; managing performance and maintaining network security; and working with multiple hardware and software platforms.

Heather Lindsey, TitleSCAN Systems' Network Systems Technician, has been an employee of TitleSCAN Systems for five (5) years. Her responsibilities include installing, configuring and maintaining servers and workstations; managing performance and maintaining network security; and working with multiple hardware and software platforms.

Support Services

- a. Help Desk support is available to all TitleSCAN Systems customers.
- b. Support is available from 5:30 am to 5:00 pm Pacific Time, Monday through Friday.
- c. Charges for support are based on a fixed monthly rate, pursuant to the current Support Agreement in place with the customer. TitleSCAN Systems uses Peachtree Accounting software for our invoicing.

- d. A toll-free support number is provided to all TitleSCAN Systems customers, as well as an email address, which directs to all support personnel.
- e. Upon receipt of a telephone call or email in regard to a problem, issue or question needing support assistance, a Support Incident is opened and entered into TitleSCAN's National Incident Tracking System. The Support Incident is then assigned to a Customer Support Representative who contacts the customer and works to resolve the Incident. Many incidents are handled directly over the phone by answering a customer's question or by providing instructions or other advice. If necessary, the Customer Support Representative may directly access the customer's system to further troubleshoot the problem or to configure the software. The Customer Support Representative continues to track the Support Incident until the customer indicates that the Incident is resolved.
- f. TitleSCAN Systems responds to every call and email received during business hours within one (1) hour of receipt; emergency situations are given higher priority and responded to immediately, if possible.

Contracts

No terminations of contracts for default have been experienced in the past five years, or in the history of TitleSCAN Systems' business. The only reason for termination of contracts that we have experienced has been a customer's cessation of support services, due to their change in need.

Litigation

TitleSCAN Systems is not currently involved with any material litigation, arbitration or bankruptcy proceedings, nor have we been within the past ten (10) years, either directly or indirectly.

Other Services

TitleSCAN Systems also provides custom software design and development.

Proposal Summary

TitleSCAN Systems has a unique combination of qualifications, in that we have been a solid and reputable company for over 25 years with experience in all of the responsibilities needed by the City of Sultan, and we have a very knowledgeable and experienced Senior Systems Engineer who is located minutes away from the City of Sultan.

TitleSCAN Systems will provide a single point of contact for all problem reporting using the TitleSCAN Systems National Support Center (5:30 am to 5:00 pm Pacific Time, Monday through Friday, excluding holidays). An 800 number and an email address are provided for all problem reporting. TitleSCAN Systems will provide guaranteed two-hour response time for emergency situations, at all hours.

TitleSCAN Systems will provide a complete inventory of all information technology related assets and make recommendations for any upgrades or improvements that may benefit the citywide information technology performance.

TitleSCAN Systems will perform ongoing basic support functions, including ordering and installing computer systems and all peripherals and software, diagnose and correct software application problems, install and configure software applications, identify and correct hardware and software problems, and perform advanced troubleshooting. TitleSCAN Systems will research and

assist with software and hardware purchases and assist in the development of software and hardware policies and procedures.

TitleSCAN Systems will manage computer systems and networks, including applications, hardware, software and operating systems necessary for the quality, security, performance, availability, recoverability and reliability of the City of Sultan's systems. TitleSCAN Systems will perform scheduled preventative maintenance and maintain maintenance records on equipment. TitleSCAN Systems will manage changes, upgrades and patches; manage user logins and security; and coordinate repair and maintenance work with contracted repair vendors, if needed, and ensure repairs are conducted in a timely fashion. TitleSCAN Systems will support Springbrook financial software and any other specialized software products of the City of Sultan.

TitleSCAN Systems will maintain all city network equipment, including switches, firewalls, routers and other security devices. TitleSCAN Systems will perform installation and maintenance of printers, network copiers/scanners, etc., and will ensure maintenance of the network, including regular analysis, routine configuration, and installation of patches and upgrades. TitleSCAN Systems will perform minor cabling as needed.

TitleSCAN Systems will maintain virus detection programs on city servers, email and all other city computers and laptops, and will perform security audits as requested and notify city personnel immediately of suspected breaches of security or intrusion detection. TitleSCAN Systems will configure the city systems to enable remote access in a secure environment and provide remote access administration as requested or designated by city personnel.

TitleSCAN Systems will ensure that all city data is backed up and available for restoration when needed, and will maintain off-site backups of all system data in a secure environment.

TitleSCAN Systems will provide engineering, planning and design for major system enhancements, including installations and upgrades of new or existing systems, and will provide technical leadership for server technology issues. TitleSCAN Systems will research and make recommendations for future purchases and technology needs.

Cost of Services

TitleSCAN Systems offers the services contained herein as outlined below:

Fee Schedule

Hourly rate	\$95.00 per hour
Total cost for the period July 1, 2008 through June 30, 2009:	\$36,000.00 annually

Additional Charges:

After-Hours Support and Response \$75.00 per incident
 (Between the hours of 8:00 pm and 8:00 am, and weekends)

Mileage will be billed at the current federal rate

Computer hardware, materials and cabling will be billed at standard TitleSCAN rates

Breakdown

The above total annual cost is broken down as follows (these are estimates only):

City Hall	\$14,400.00 annually
Police Department	\$10,800.00 annually
Water Treatment Plant	\$ 3,600.00 annually
Waste Water Treatment Plant	\$ 3,600.00 annually
Public Works Shop	\$ 3,600.00 annually

Proposal Criteria

1. Approach and Methodology: TitleSCAN Systems' Senior Systems Engineer, Norman Street, will provide an initial assessment of all City of Sultan computers and information technology related assets, and will configure and setup all security and backup systems. Norman Street will set up a schedule for preventative maintenance on all systems, and will provide recommendations for any immediate needs of software or hardware to ensure the security of the City of Sultan's systems. TitleSCAN Systems will provide customer with a toll-free 800 number and email address to be used for any problem reporting, as well as an emergency after-hours number.
2. Work Plan and Availability: TitleSCAN Systems' Senior Systems Engineer, Norman Street, will be assigned to provide initial and ongoing support to the City of Sultan. In the event that Norman Street is unavailable, other senior support personnel of TitleSCAN Systems will be available. All incoming communications are handled through the TitleSCAN Systems National Support Center and are entered into our National Incident Tracking System, which is accessible to all TitleSCAN Systems personnel.
3. Profile: TitleSCAN Systems, a division of the Paxon Corporation, was formed in 1981 to develop and market title plant software. Over the years, TitleSCAN Systems became accepted as the premier title plant software system in the United States. In addition to continuing an aggressive program of product development, the company also focused heavily on product support and acquired an industry-wide reputation for solid, committed product support.
4. Project Staffing: TitleSCAN Systems' Senior Systems Engineer, Norman Street, will be the designated technical account manager to work directly with the City of Sultan. Norman has been an employee of TitleSCAN Systems for fifteen (15) years, and during that time has provided highly skilled and knowledgeable technical assistance to our customers. Norman has extensive experience in researching, installing and maintaining various computer systems, both prior to and during his employment at TitleSCAN Systems. Norman has many years of experience working with Microsoft server and workstation operating systems, as well as SCO OpenServer 5 Unix operating system, and he has installed and configured many different models of servers, such as HP, Compaq, and Dell. He has worked with various application software, including but not limited to many versions of Microsoft Office, Symantec applications including Corporate and Individual Antivirus, Backup Exec, and pcAnywhere. Norman also has many years of hardware repair and troubleshooting experience with most models of HP laser printers, and many models of Okidata dot-matrix printers.

Attachment D

Proposal for City of Sultan

Information Technology Support Services

June 13, 2008

To Deborah Knight
City Administrator
PO Box 1199 / 319 Main Street
Sultan, WA 98294-1199
(360) 793 2231

Please find the following proposal from

Quicklight LLC.

Quicklight LLC (DBA: Quicklight Computer Repair & Quicklight Networks)
10929 Evergreen Way Suite B
Everett, WA 98204
(425) 438 2050 Main Office

Authorized Contact:

Paul Fischetti CTO
paul@quicklight.net
(425) 438 2050 Main Office
(425) 876 9337 Cell Phone

Authorized Computer Technican:

Mike Mendoza
(425) 438 2050 Main Office

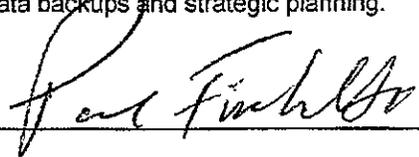
Quicklight LLC:

Federal Tax ID: 20 - 0710571

WA State Tax ID: 602 364 973

Summary State of Services: As required by the RFP, Quicklight Llc will provide service to: City Hall, the Police Department, Waste Water Treatment Plant, Water Treatment Plant and Public Work Shop of the City of Sultan, WA, which shall require seven (7) core Information Technology specific responsibilities: Initial assessment, desktop application support, server and workstation administrative services, security, data backups and strategic planning.

Signature of Quicklight LLC Corporate Office

 06-13-08

This proposal and cost schedule shall be valid and binding for ninety (90) days following the proposal due date and will be come part of the contract negotiated with the City of Sultan.

1. General Information

Quicklight LLC has been licensed with the Secretary of State of Washington State since April 2004; (4) years (2) months in business.

Quicklight LLC has been providing computer, network and desktop support services for (4) years (2) months.

Quicklight LLC provides desktop, laptop and network support services, including repairs to approximately, 40 to 60 customers a month at our retail store, in Everett, WA. We also have several contacts which take our techs on the road to approximately, 300 to 400 onsite responses in Snohomish and King County.

Quicklight LLC has no public sector clients (the City of Sultan is our first attempt at working with this sector).

Quicklight LLC currently has (4) staff members that work full time to cover the needs of consulting, installation and training, sales, marketing and administrative support. We have been interviewing to hire at least (2) more staff members for 2009.

Location of Headquarters and Location of City Of Sultan Service Office:

10929 Evergreen Way Suite B
Everett, WA 98204

2. Quicklight LLC is in a strong position to provide IT services required by the City of Sultan, because our current operation is already built around providing onsite support. We have a strong phone support system, we always answer in 3 rings or less, we are experienced with scheduling multiple jobs a day and dispatching technicians to a variety of support calls per day, in Snohomish and King County. Our operation includes a computer repair lab with (12) workstation! We stock 100's of parts necessary for repair at our retail store and we have contracts with several national computer and networking distributors to obtain parts for computer, laptops, networking equipment and servers.
3. Our core ideal of our business is Customer Service. We are a service company and we train our people to understand that we provide a service. Our staff has been trained to understand the core ideals of IT: Software, Hardware and the Customer. Our main objective with any network is to assess the systems and how they work together as a whole, determine how we can prevent issues from occurring in the future and provide quality support for the staff onsite for their daily computing needs as they occur.

7. Support Services:

- a. Help Desk Support services are available.
- b. Support Services are available Monday to Friday 8:00am to 5:00pm. / Saturdays 8am to 5pm / Sundays and after hours for emergencies if necessary.
- c. Charges for support are documented on invoices (for each incident), which we track using a database for billing.
- d. Yes, we have a toll free support number.
- e. If we obtain this contract with the City of Sultan, we would document the entire network and all its components. As a "problem" or Problem escalation process, we would use more than one tool available to us to determine the root cause.

First, we determine if we can resolve the issue remotely (can we speak with the person having the issue or gain remote access to the system to resolve the issue.

IF the issue is clearly an emergency (i.e. no one can access the internet or the server is not responding) then we immediately would dispatch a technician.

IF the person onsite specific request a tech onsite, then we would dispatch.

Second, if we determine that we can not walk the person through the issue or gain remote access, or we will determine that the issue requires a technical out onsite.

Third, we will contact either the person in charge (if required of the issue) or the person who reported the issue that a technician will be dispatched: including the name, time, date and location the technician is being dispatched, and what is the issue.

Finally, all scheduled appointment will be emailed (phone call to follow up on the issue) to the person who called in the job and to the point of contact onsite, so that they are aware that a technician will be onsite.

Triage for priority or severity of the problem, will always be documented on our invoice, by the technician and reported to person in charge or the person onsite.

If a situation arose, which required "escalation", our staff would notify the point of contact at The City of Sultan and make them aware on the situation immediately verbally. We would follow up with written documentation of the situation.

Any emergency or need for replacement equipment or additional hours to resolve outstanding issues: we would contact the point of contact and notify them of the issue, verbally and in writing, then we would provide a written proposal, including costs to resolve the issue. If this was unacceptable, we would work with the point of contact to negotiate a proper solution, to ensure that we could resolve the issue.

- f. Response Time: Our goal would be to ensure that we arrive with in the 2-hour response time for emergency situations at all hours.

We complete 300 to 400 onsite request a year. Our response time is 90% or better and we feel that our Main Office location in Everett, WA provides us with 30 minutes travel time, under excellent weather and traffic conditions will allow a technician to arrive onsite.

8. Terminated Contact: At no time in the last (4) years (2) months has Quicklight LLC had to terminate a contact.
9. Statement of material litigation: at no time in the last (4) years (2) months has Quicklight LLC been involved in any material litigation, arbitration or bankruptcy proceeding, either directly or indirectly.

10. Services (other)

- a. Security Camera installation and DVR installation and support
- b. VOIP – Voice over IP phone systems.
- c. Remote Data Backup Services
- d. Web Page Development and Hosting.
- e. Email Hosting and services
- f. Training – application training and Microsoft OS training.
- g. Network and phone cabling.
- h. Database Application Development
- i. Wireless Networks WiFi and ClearWire.

11. Proposal Summary:

Quicklight LLC is an Information Technology Support Services company with a focus on customer service, hardware and software. We provide technical support for desktop, laptops, servers and networking equipment in Snohomish and King Counties.

We can provide a high level of support because of our past experience providing scheduled onsite support to literally thousands of residential and business customers in Snohomish and King Counties in the last 4 years.

Our staff has more than 30 years of computer and network support experiences. We have access more than one of the largest wholesale computer and networking parts distributors in the US. We are laptop repair experts and have qualified server and network support experts on staff to meet any modern networking need.

Our core plan on working with the city will be to document all aspects of the network and hardware, as well as make note of the specific needs of each individual, using a basic questionnaire, to better understand how each person interacts with their computer, printers and network; related to their job. (Our experience has been that some user may have more needs than others, some may only require email, internet and printing, while another person may use more complex resources on the network and will or may require more attention resources.)

We would then create a roadmap that would specifically show the needs or areas of the network that require attention, based on priority and cost to make changes or upgrades if necessary, and present those to City Administrator for review.

We would ensure that we understand all aspects of the network and this allows us to have or ensure security and also to respond to requests. By preventing maintenance and careful review of systems we can work with staff to ensure a quicker computing experience and response when issues do arise.

Finally, we have the ability to provide remote access to network resources. This allows our staff to remotely update, maintain and support not only the network hardware but support for the end user.

in addition and allows us to secure the network and ensure that data backups and ensure the safety of the data on the network.

As mention above we will carefully review the hardware and make recommendation on where investments can be made to ensure better or quicker network experiences (basics, such as upgrading memory on desktops, to making images of each system, in case of hard drive failure, to upgrading networks switches to faster and better hardware or even installing a server to provide better security and simplify administration of the network), would be implemented by our staff.

Quicklight LLC is pursuing this work as it will allow our organization to grow and create more jobs in Snohomish County.

Microsoft Certified Professionals

CompTIA A + Certified Windows 2000 Pro, Xp and Vista

CompTIA Network + Certified

Dell Certified Solution Providers

Resellers of Dozens of Major Brands: Acer, Hp, Netgear, Linksys, Seagate, Intel, ASUS, MSI, Cisco, Kingston, Clearwire.

National Distributors

D & H Distributor www.dandh.com

ASI www.asipartners.com

MA LABS www.malabs.com

Bell Micro www.bellmicro.com

Evertex www.evertex.com

Cost of Services:

Our assumption, based on the RFP, Cost Of Services, is that each services requires a price per hour to be attached. We found it difficult to determine exactly the needs of each part of the organization and had to make a best guess at how many hours each person or device would require on a yearly basis. Our assumption is that there will be a high number of billable hours initially, as we work on the network and understand the core needs.

We made our calculation based on that each computer, laptop, user and printer would require 1 billable hour per month each month of the year.

Calculation:

Cost = (computer + laptop + printer + user) x 1 hour per month

We assumed every month of the year each computer, laptop, printer and user would require 1 hour of support (so we took the monthly cost and multiplied by 12 months to get out annual total).

It is our assessment that the total cost that we have calculated is a maximum and that the real cost is less than this number, as some users may use more time than others.

Schedule:

1. Initial assessment	\$125/hour
2. Desktop application support	\$95/hour
3. Server and Workstation administration support	\$125/hour
4. Network Administration services	\$125/hour
5. Security	\$75/hour
6. Data Backups	\$50/hour
7. Strategic planning	\$150/hour

	City Hall	Police Department	Waste Water Treatment Plant	Water Treatment Plan	Public Works Shop
Workstations	13	9	2	1	1
Laptops	7	7	0	1	0
Users	14	7	2	2	1
Printers	5	4	2	1	1
Internet Connections	Y	Y	Y	Y	Y
Networking	13 Nodes	9 Nodes	N/A	N/A	N/A
Primary Applications	Microsoft Springbrook	Microsoft and Springbrook			
Initial assessment	\$4,875.00	\$3,375.00	\$750.00	\$625.00	\$375.00
Desktop Application Support	\$3,705.00	\$2,565.00	\$570.00	\$475.00	\$285.00
Server and workstation administration services	\$4,875.00	\$3,375.00	\$750.00	\$625.00	\$375.00
Network Administration Services	\$4,875.00	\$3,375.00	\$750.00	\$625.00	\$375.00
Security	\$2,925.00	\$2,025.00	\$450.00	\$375.00	\$225.00
Data Backup	\$1,950.00	\$1,350.00	\$300.00	\$250.00	\$150.00
Strategic planning	\$4,875.00	\$3,375.00	\$750.00	\$625.00	\$375.00
Monthly Cost	\$28,080.00	\$19,440.00	\$4,320.00	\$3,600.00	\$2,160.00
Estimated Monthly Total Cost	\$57,600.00				
Estimated Yearly Cost	\$691,200.00				

6. References

Advance Management

PMB #595, 17414 Bothell Way SE,

Mill Creek, WA 98012

425-741-3266

Monica White

President /Owner

12 Storage Sites plus Headquarters

34 users

Provided various services for 3 years to the present.

Network Services, Computer Repair and upgrades, new hardware supply and installation, trouble shooting and resolving software and hardware issues

Farmers Insurance

2625 Colby Ave.,

Everett, WA 98201.

425-259-0177

Kit Carson

Bruce Hauglie

Owner/Agents

5 users

Provided various services for 3 Years to present on a Contract basis.

Network Services, Computer Repair and upgrades, new hardware supply and installation, trouble shooting and resolving software and hardware issues, and Desktop support.

Installs Inc

410 Rand Bldg,

14 Lafayette Square,

Buffalo, NY 14203

888-490-4321

Dave Baco

Over 740 Wireless Network, Computer & peripherals, printer & Data Migration

Installations in King, Snohomish, Pierce, & Kitsap counties.

Provided services for 3+ years to present.

Installations mainly for Dell hardware at residential and business customers involving Wireless Networks, Computers and peripherals and printers. Includes Service calls and data migration.

Prism Point Technologies

111 Bethea Road

Fayetteville, GA 30214

985-365-0400

John Black

Provided various services for 2 + years to present.

Provided services in King and Snohomish Counties to residential and business customers. Services include diagnostic and repair of desktop computers, laptops, and printers of various manufacturers.

Humanity OnLine LLC previously Amy Auto

10230 NE Points Drive, Ste 540

Kirkland, WA 98033

425-952-6161

Shyan Griffith

Provided various services for 1 ½ years to present.

10 users

Services include Network trouble shooting and repair, desktop and laptop repair and upgrades, and desktop support.

7. Staff Resources

Our staff consists of four (4) Technicians.

1.) Paul Fischetti

Home location Everett (Lake Stevens)

2.) Mr. Stephen V. Fischetti

Home location Everett (Lake Stevens)

Mr. Fischetti has a Bachelor of Marine Engineering and Master of Science Industrial Administration and is a Dell Certified System Expert.

- Mr. Fischetti has over 35 years experience as a Project Manager, Manager of Marketing and Sales, and Management and Engineering Consultant.
- He has a Bachelor of Science in Marine Engineering and a Master of Science in Industrial Administration (MBA).
- Mr. Fischetti established an Engineering and Design Branch Office for the Projects Engineering Operation of General Electric Corporation based on his Marketing survey. Within one year the Branch Office provided 30% of the Operations profits.
- Mr. Fischetti also established and was Vice-President and Project Manager of a QGH China Ltd. A Hong Kong Company doing business in the Peoples Republic of China (PRC).
- Mr. Fischetti owns and has operated a small business retail food business in Stevensville, Michigan for four years called "That's New Orleans, LLC" (The Cajun Deli).
- Mr. Fischetti has been an Independent Management and Engineering Consultant for the last 10 years providing consulting services to Utility, Industrial, and Government Agencies.
- Mr. Fischetti for the past four years to the present as co-owner of Quicklight LLC has provide maintained the accounts for the company as well as repair and installation services in house and on site for the businesses customers. He has provided scheduling of in house and on site work.

3.) Michael Mendoza

Home location Everett

Mr. Mendoza has a Degree from ITT Technical Institute and is a Dell Certified System Expert. Mr. Mendoza is responsible for diagnostic and repair of desktops and laptops in our computer lab. He also provides installation and repair services on site as required by our contracts and customers both residential and business.

4.) Vincent Meserve

Home location Lynnwood

Mr. Meserve is Comptia A+ Certified and is a Dell Certified System Expert. Mr. Meserve is also responsible for diagnostic and repair of desktops and laptops in our computer lab. He also provides installation and repair services on site as required by our contracts and customers both residential and business. He has lead responsibility for large network installations involving installation network cable in ceilings and walls, termination of the cable as well as providing connections to switches, routers and computers.

Paul Fischetti

8317 4th Street NE

Everett, WA 98205

(425) 876 - 9337

pfischetti@quicklight.net

Professional Profile

Ability to work in a team structure, Excellent verbal and written communications, Capable computing experience including information systems, Superior interpersonal, time management, and organizational skills. 7 year record of successful management skills, demonstrated experience while maintaining adequate records and providing training. Excellent customer service skills.

HIGHLIGHTS OF QUALIFICATIONS:

- 5 years of network administration and programming experience.
- Specialized in building, managing, and monitoring server-side networks
- Official Microsoft Certification, as well as COMPTIA Certification, and Computer Repair
- Experience in LAN and WAN based technologies, including router, hub and server

TECHNICAL EXPERTISE:

SOFTWARE: Microsoft Exchange 6.5/2000, SQL 2000, MS Office, Allaire Coldfusion Editor
SYSTEMS: Windows NT 4.0/ 95/98/2000, Windows NT server 4.0, 2000, LINUX, UNIX
NETWORKS: Fiber, LAN/WAN, Routers, Backup servers, Firewall

PROFESSIONAL EXPERIENCE:

Quicklight LLC

CEO & Network Administrator

As the owner and operator of Quicklight LLC, doing business as Quicklight Computer Repair, has given the opportunity to use all of my skills related to running a business and providing technical support services. My core skills are networking related to Microsoft server products. I have a Network + certification from CompTIA and with 2 years of hands on experience running a subnet on Sun Microsoft WAN for a property management group, Jones Lang LaSalle, gave me details networking experience to trouble shoot and understand complex issues related to running a domain and routing issues.

Jones Lang LaSalle

Associate Project Management (Systems Analyst)

6/2000 – 4/2002

Configured, installed, and maintained Windows NT/2000 servers and network peripherals in a LAN & WAN environment. Responded to service requests and trouble calls with thoughtful analysis of the problem, its impacts, and its causes. Develop solutions and implement them. Maintained records of problems and their solutions. Maintain inventory records of all networking equipment in company offices. Develop and maintain documentation related to assist the Data Center Manager in developing technology standards. Develop and maintain documentation for users to understand and effectively use the NT Applications. Interface with contractors, consultants, and equipment suppliers in a positive and professional manner. Provide assistance to users in exploiting NT Applications to improve their jobs. Enforce company standards for hardware and software configurations and comply with all security policies. Ensure all Network Applications and servers run effectively and efficiently.

- Ability to work in a team structure
- Strong understanding of network hardware, Windows 2000 and Active Directory Structure, Windows NT 4.0, Win 98
- Ability to install, configure, and troubleshoot Windows NT / 2000 operating systems in a networked environment

Inacom Inc.
Compaq Server Technician

3/1998 - 6/2000

Responsible for backup scheduling using Veritas software, built and repaired backup and print servers, created documentation and managed VPN connections for clients. Built and monitored Microsoft SQL 6.5/2000 server. Troubleshoot local software conflicts including Solaris workstations, PC clients and network Cisco router/switch issues. Installed new software releases using SMS installer, performed system upgrades, evaluated and installed server patches. Provided off-hour support as required. Provided hardware support for Compaq servers, installation, maintenance, and troubleshooting support for system device for all Compaq server products, diagnoses and troubleshooting of complex network and general knowledge of PBX equipment, worked independently to built and designed corporate web sites and provided web server support.

Safeway Inc.
Journeyman Retail Food Clerk

8/1991-1/1997

Promoted 3 times in first 5 years of service at Safeway Inc. -- provided daily customer service, spent 5 years working on freight crew, rewarded with having the highest grossing department in the San Francisco Bay Area during consecutive years, Assigned assistant management tasks: accounting, security and directed personnel.

COMPUTER TRAINING:

Vue Testing Center, Menlo Park, CA.

Microsoft Certified Systems Administrator MCSA

Microsoft Certified Professional MCP

CompTIA

A+ Certified Professional

NETWORK + Certified Professional

Central County Occupational Center, San Jose, CA.

A.S. Certificate - Computer Technician and Electronics Technician

ExecuTrain

Certified Microsoft Outlook, Excel, Access, Word and PowerPoint.

EDUCATION:

Associate Science - Management Information Systems, West Valley College, CA, 1996

References Available Upon Request

Michael Mendoza III

3234 Rockefeller Avenue, Everett, WA 98201

Cell (425) 737 - 6424 Home (425) 512 - 0179

mbmendoza71@hotmail.com

OBJECTIVE:

To secure a position with a company desiring a high quality employee with excellent communications skills and a passion for problem solving; offering degrees in IT-Computer Networking and Web Development with experience in both and a desire to actively participate in company growth.

EDUCATION

ITT Technical Institute, Everett, WA

Degree, IT-Computer Networking System Technology 2007

Degree, IT-Web Development 2003

QUALIFICATIONS

TECHNICAL & NETWORKING SKILLS

- Define, analyze and solve technical problems
- Setup and implement a Local Area Network, Wide Area Network and Secured Wireless Network
- Identify a business's operational requirements and then optimize network potential by setting up the appropriate network software and hardware
- Make and repair networking cables minimizing downtime and expenses
- Maintain, repair, troubleshoot, and upgrade computer systems, desktop and laptops, to stay current with hardware and software demands of the work environment along with Printer repair
- Replacement of DC jack, LCD and Inverters on all major brand laptops
- Design and make graphic displays using computer based publishers such as Adobe Photoshop CS3
- Dell Tech Installer Certified

TECHNICAL & NETWORKING KNOWLEDGE

- OPERATING SYSTEMS: Windows NT, ME, 2000 Pro, XP Home & Pro, Media Center, Entire Vista Family
- LAN PROTOCOL & SOFTWARE: TCP/IP
- PROGRAMMING LANGUAGES: HTML & CSS
- HARDWARE: Wired Routers and Wireless, Hub, Switches, PC Architecture, Ethernet Cables & Hardware
- SOFTWARE: Microsoft Office (Word, Excel, Publisher, Access, Outlook, PowerPoint, Project, Visio & FrontPage), Adobe Illustrator, Adobe Photoshop CS2 & 3, Dreamweaver CS3

RELATED EMPLOYMENT

Desktop & Laptop Tech, *Quicklight Computer & Laptop Repair*, Everett Washington, 12/07 to Present

- Bench test, troubleshoot and isolate customer hardware and or software related issues
- Demonstrate and perform proper installation of desktop and laptop peripherals devices
- Provide documentation and implement solution(s) to problematic equipment in a timely manner
- Proper installation and orientation of new Dell computers in customers business or home
- Implement small office / home office networks
- Set-up secured wireless networks with Wired Equivalent Privacy (WEP) and Wireless

Application Protocol (WAP)

- Provide desktop support via remote access and by phone

Web Developer, *Sokee Inc*, Monroe Washington, 5/2002 to 6/2003

- Strategized with company design manager, marketing manager and sales manager to assess needs and improve existing web site for multi-million dollar company.
- Redeveloped web site creating significant improvement in user interface
- Increased functionality and speed by 90%
- Improved the look and feel of the design, increasing international marketing effect
- Programmed site to allow client to handle updates internally saving cost and increasing convenience
- Created functionality that allows buyer to see a variety of product types in "real life" settings to better make a buying decision.

Michael Mendoza III

3234 Rockefeller Avenue, Everett, WA 98201

Cell (425) 737 - 6424 Home (425) 512 - 0179

mbmendoza71@hotmail.com

OBJECTIVE:

To secure a position with a company desiring a high quality employee with excellent communications skills and a passion for problem solving; offering degrees in IT-Computer Networking and Web Development with experience in both and a desire to actively participate in company growth.

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Degree, IT-Computer Networking System Technology 2007

Degree, IT-Web Development 2003

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- Setup and implement a Local Area Network, Wide Area Network and Secured Wireless Network
- Identify a business's operational requirements and then optimize network potential by setting up the appropriate network software and hardware
- Make and repair networking cables minimizing downtime and expenses
- Maintain, repair, troubleshoot, and upgrade computer systems, desktop and laptops, to stay current with hardware and software demands of the work environment along with Printer repair
- Replacement of DC jack, LCD and Inverters on all major brand laptops
- Design and make graphic displays using computer based publishers such as Adobe Photoshop CS3
- Dell Tech Installer Certified

TECHNICAL & NETWORKING KNOWLEDGE

- OPERATING SYSTEMS: Windows NT, ME, 2000 Pro, XP Home & Pro, Media Center, Entire Vista Family
- LAN PROTOCOL & SOFTWARE: TCP/IP
- PROGRAMMING LANGUAGES: HTML & CSS
- HARDWARE: Wired Routers and Wireless, Hub, Switches, PC Architecture, Ethernet Cables & Hardware
- SOFTWARE: Microsoft Office (Word, Excel, Publisher, Access, Outlook, PowerPoint, Project, Visio & FrontPage), Adobe Illustrator, Adobe Photoshop CS2 & 3, Dreamweaver CS3

RELATED EMPLOYMENT

Desktop & Laptop Tech, Quicklight Computer & Laptop Repair, Everett Washington, 12/07 to Present

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- Increased functionality and speed by 90%
- Improved the look and feel of the design, increasing international marketing effect
- Programmed site to allow client to handle updates internally saving cost and increasing convenience
- Created functionality that allows buyer to see a variety of product types in "real life" settings to better make a buying decision.

Stephen V. Fischetti
3805 164th Street SW A105
Lynnwood, WA 98204
(509) 528-5007
stevefischetti@netscape.net

Experience Highlights

- Lead Consultant for the Safety Analysis Report Validation and establishment of a Safety Analysis Report Change Process at DC Cook Nuclear Plant
- Responsible for system design reconstitution and design basis document preparation at San Onofre Generation Station Units 1, 2, and 3 for five years.
- Cognizant Engineer for the Balance of Plant Systems at Rancho Seco Nuclear Plant.
- More than 35 years of experience in fossil and nuclear, industrial and utility power plant engineering and design.
- More than 20 years of experience as a project manager and manager of engineering and design, product development and proposal organizations.
- Extensive involvement in international industrial and utility projects.
- Extensive field experience at nuclear and fossil plants as well as industrial facilities.

Professional Experience

1999 – Present Owner Operator “That’s New Orleans Cajun Deli”

Mr. Fischetti purchased the Cajun Deli in Stevensville, Michigan in the Fall of 1999 and continues to operate it with a partner. As an Owner-Operator Mr. Fischetti handles all the finances as well as sharing the cooking and counter duties.

The Cajun Deli is a unique take out establishment that all provides Catering for Business and Private Lunches, Dinners and Parties.

1995 - 1999 Independent Consultant

Mr Fischetti has provided his services to American Electric Power at the D.C. Cook Nuclear Power Plant through an EPRI sponsored Safety Analysis Report Revalidation Project. In this position he was assisting the client in defining the scope and processes for the project and validating both the Safety Analysis and Design basis of the assigned systems (Emergency Core Cooling, Residual Heat Removal, Compressed Air, etc.). He was also the lead Consultant for the Safety Analysis Report Change Request Process. Mr. Fischetti also provided his services in Non-Conformance Report Resolution and Root Cause Analysis groups.

He previously performed services for Northeast Utilities at the Millstone site in the 50.54(f) Recovery Oversight Group. In this position he assessed the various 50.54(f) efforts to insure that the procedures, process, and programs provided a product that would permit restart of the units.

Stephen V. Fischetti

408-356-7934

2 of 4

Prior to Millstone he prepared various sections of a Fire Protection Design Basis Document for New York Power Authority's Indian Point 3. He also performed fire protection surveillance reduction projects that identified extensive savings for Entergy's, Davis Besse and South Carolina Electric and Gas, V. C Summer Nuclear Power Plants.

1994 - 1995 IBEX Engineering Services

Mr. Fischetti worked at New York Power Authority (NYPA) on Indian Point 3 (IP3) and James A. Fitzpatrick (JAF) Nuclear Power Plants dispositioning, resolving, and closing open items that resulted from preparation of the plants Fire Protection Design Basis Documents (DBD). He also prepared an assessment of the plant specific risk associated with NRC Generic Letter 93-06 "Research Results on Generic Safety Issue 106, 'Piping and the Use of Highly Combustible Gases in Vital Areas'" for IP3 and JAF Nuclear Power Plants. He also was involved in the preparation of over thirty hydraulic calculations for the fire protection system.

1990 - 1994 QES Inc. (Quadrex Energy Services)

For five years Mr. Fischetti was a Design Basis Documentation (DBD) Engineer at Southern California Edison, San Onofre Nuclear Generating Station (SONGS). This project required establishing the present Licensing and Design Basis for various Safety Systems and ensuring that the Safety Analysis for each unit accurately reflected the Licensing and design basis.

During this time he prepared the engineering response to GL 89-13 for Units 1, 2, and 3, the DBD for Component Cooling Water System for Unit 1 and Unit 2/3, the DBD for Emergency Chilled Water System, Shutdown Cooling Water System, Containment Spray System, and Safety Injection System for Unit 2/3. In addition, he prepared the In Service Testing Topical report DBD for both the initial ten year period and the second ten year test period for Unit 2/3. In conjunction with the Inservice Testing he prepared a database containing over 3000 components which included the Functional Evaluation, Design Bases/Safety Analysis, Maximum Limiting Stroke Time (Valves), and Non-Quarterly Justification. This database was incorporated into SONGS Nuclear Consolidated Database.

1988 - 1990 QES, Inc. (Quadrex Energy Services)

Previously performed an assessment of the Engineering Assurance group at Davis-Besse. This assessment involved all activities of the group, including requisitions, procurement, spare parts, commercial grade dedications, procedures and modification packages. Managed and participated in an evaluation of all plant systems/procedures and documentation at Rancho Seco to provide input for the potential purchase of the plant. Special attention was given to the condition of all major systems and lay up plans to avoid deterioration if restart was accomplished. Mr. Fischetti was also the balance of plant (turbine island) cognizant engineer and Quadrex site manager at Rancho Seco Nuclear Power Plant. His responsibilities

Stephen V. Fischetti

408-356-7934

4 of 4

Mr. Fischetti's initial position as a turbine application engineer involved the engineering interface and integration of the company's utility and industrial product departments, the client and architect engineer constructors. He then became a turbine project manager responsible for both fossil and nuclear units. During this period he was extensively involved in the introduction and integration of electro-hydraulic control systems, large fossil and nuclear units and the interface with NSSS vendors.

Mr. Fischetti's next assignments at the company involved a project manager duties and manager of various units of the project engineering operation. This operation provided architect engineering services for a wide variety of utility and industrial power plants and facilities. During this period Mr. Fischetti established the operations quality assurance program and implemented nuclear engineering and design services for various clients.

1963 - 1964 American Export Isbrandtsen Lines, New York, NY

Mr. Fischetti was an engineering watch officer responsible for the ship's power plant and engineering personnel on several large steam vessels.

Education

M.S., Industrial Engineering, Union University, Schenectady, New York

B.M.E. (Bachelor of Marine Engineering), State University of New York, Fort Schuyler, New York, New York

Third Assistant Engineers' License, Steam and Motor Vessels Oceans and Horsepower, Unlimited

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**AGREEMENT FOR SERVICES
BETWEEN THE CITY OF SULTAN AND
IRON GOAT NETWORKS, LLC**

THIS AGREEMENT, is made this 10th day of **JULY, 2008**, by and between the City of Sultan (hereinafter referred to as "City"), a Washington Municipal Corporation, and **IRON GOAT NETWORKS, LLC** (hereinafter referred to as "Service Provider"), doing business at: **721 DEPOT LANE, SULTAN WA 98294**.

WHEREAS, Service Provider is in the business of providing certain services specified herein; and

WHEREAS, the City desires to contract with Service Provider for the provision of such services for **INFORMATION TECHNOLOGY**, and Service Provider agrees to contract with the City for same;

NOW, THEREFORE, in consideration of the mutual promises set forth herein, it is agreed by and between the parties as follows:

TERMS

1. **Description of Work.** Service Provider shall perform work as described in **Attachment A**, Scope of Work, which is attached hereto and incorporated herein by this reference, according to the existing standard of care for such services. Service Provider shall not perform any additional services without the expressed permission of the City.
2. **Payment.**
 - A. The City shall pay Service Provider at the hourly rate set forth in **Attachment B, Option 2** for the services described in this Agreement. This is the maximum amount to be paid under this Agreement, and shall not be exceeded without prior written authorization from the City in the form of a negotiated and executed supplemental agreement.
 - B. Service Provider shall submit monthly payment invoices to the City after such services have been performed, and the City shall make payment within four (4) weeks after the submittal of each approved invoice. Such invoice shall detail the hours worked, a description of the tasks performed, and shall separate all charges for clerical work and reimbursable expenses.
 - C. If the City objects to all or any portion of any invoice, it shall so notify Service Provider of the same within five (5) days from the date of receipt and shall pay that portion of the invoice not in dispute. The parties shall immediately make every effort to settle the disputed portion.

- 3. Relationship of Parties.** The parties intend that an independent contractor - client relationship will be created by this Agreement. As Service Provider is customarily engaged in an independently established trade which encompasses the specific service provided to the City hereunder, no agent, employee, representative or subcontractor of Service Provider shall be or shall be deemed to be the employee, agent, representative or subcontractor of the City. None of the benefits provided by the City to its employees, including, but not limited to, compensation, insurance and unemployment insurance, are available from the City to the Service Provider or his employees, agents, representatives or subcontractors. Service Provider will be solely and entirely responsible for his acts and for the acts of Service Provider's agents, employees, representatives and subcontractors during the performance of this Agreement. The City may, during the term of this Agreement, engage other independent contractors to perform the same or similar work that Service Provider performs hereunder.
- 4. Project Name.** *Information Technology Support Services for City of Sultan*
- 5. Duration of Work.** Service Provider shall complete the work described in **Attachment A** as specified.
- 6. Termination.**
- A. Termination Upon the City's Option. The City shall have the option to terminate this Agreement at any time. Termination shall be effective upon ten (10) days written notice to the Service Provider.
- B. Termination for Cause. If Service Provider refuses or fails to complete the tasks described in Attachment A, or to complete such work in a manner unsatisfactory to the City, then the City may, by written notice to Service Provider, give notice of its intention to terminate this Agreement. After such notice, Service Provider shall have ten (10) days to cure, to the satisfaction of the City or its representative. If Service Provider fails to cure to the satisfaction of the City, the City shall send Service Provider a written termination letter which shall be effective upon deposit in the United States mail to Service Provider's address as stated below.
- C. Rights upon Termination. In the event of termination, the City shall only be responsible to pay for all services satisfactorily performed by Service Provider to the effective date of termination, as described in the final invoice to the City. The City Manager shall make the final determination about what services have been satisfactorily performed.

7. **Nondiscrimination.** In the hiring of employees for the performance of work under this Agreement or any subcontract hereunder, Service Provider, its subcontractors or any person acting on behalf of Service Provider shall not, by reason of race, religion, color, sex, marital status, national origin or the presence of any sensory, mental, or physical disability, discriminate against any person who is qualified and available to perform the work to which the employment relates.
8. **Indemnification / Hold Harmless.** The Service Provider shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with the performance of this Agreement, except for injuries and damages caused by the sole negligence of the City.

Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Service Provider and the City, its officers, officials, employees, and volunteers, the Service Provider's liability hereunder shall be only to the extent of the Service Provider's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Service Provider's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purposes of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

9. **Insurance.** The Service Provider shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Service Provider, their agents, representatives, employees or subcontractors.

A. **Minimum Scope of Insurance.** Service Provider shall obtain insurance of the types described below:

1. Automobile Liability insurance covering all owned, non-owned, hired and leased vehicles. Coverage shall be written on Insurance Services Office (ISO) form CA 00 01 or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage.
2. Commercial General Liability insurance shall be written on ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract. The City shall be named as an insured under the Service Provider's Commercial General

Liability insurance policy with respect to the work performed for the City using ISO additional insured endorsement GC 20 10 10 01 and GC 20 37 10 01 or substitute endorsements providing equivalent coverage.

3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
- B. Minimum Amounts of Insurance. Service Provider shall maintain the following insurance limits:
1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
 2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate and \$2,000,000 products-completed operations aggregate limit.
- C. Other Insurance Provisions. The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability and Commercial General Liability insurance:
1. The Service Provider's insurance coverage shall be primary insurance as respect to the City. Any insurance, self-insurance, or insurance pool coverage maintained by the City shall be excess of the Service Provider's insurance and shall not contribute with it.
 2. The Service Provider's insurance shall be endorsed to state that coverage shall not be cancelled by either party, except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City.
- D. Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.
- E. Verification of Coverage. Service Provider shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Service Provider before commencement of the work.
- F. Subcontractors. Service Provider shall include each subcontractor as insured under its policies or shall furnish separate certifications and endorsements for

each subcontractor. All coverage shall be subject to all of the same insurance requirements as stated herein for the Service Provider.

10. **Entire Agreement.** The written provisions and terms of this Agreement, together with all documents attached hereto, shall supersede all prior verbal statements of any officer or other representative of the City, and such statements shall not be effective or be construed as entering into or forming a part of, or altering in any manner whatsoever, this Agreement.
11. **City's Right of Supervision, Limitation of Work Performed by Service Provider.** Even though Service Provider works as an independent contractor in the performance of his duties under this Agreement, the work must meet the approval of the City and be subject to the City's general right of inspection and supervision to secure the satisfactory completion thereof. In the performance of work under this Agreement, Service Provider shall comply with all federal, state and municipal laws, ordinances, rules and regulations that are applicable to Service Provider's business, equipment, and personnel engaged in operations covered by this Agreement or accruing out of the performance of such operations.
12. **Work Performed at Service Provider's Risk.** Service Provider shall be responsible for the safety of its employees, agents and subcontractors in the performance of the work hereunder and shall take all protections reasonably necessary for that purpose. All work shall be done at Service Provider's own risk, and Service Provider shall be responsible for any loss of or damage to materials, tools, or other articles used or held for use in connection with the work.
13. **Ownership of Products and Premises Security.**
 - A. All reports, plans, specifications, data maps, and documents produced by the Service Provider in the performance of services under this Agreement, whether in draft or final form and whether written, computerized, or in other form, shall be the property of the City.
 - B. While working on the City's premises, the Service Provider agrees to observe and support the City's rules and policies relating to maintaining physical security of the City's premises.
14. **Modification.** No waiver, alteration or modification of any of the provisions of this Agreement shall be binding unless in writing and signed by a duly authorized representative of the City and Service Provider.
15. **Assignment.** Any assignment of this Agreement by Service Provider without the written consent of the City shall be void.
16. **Written Notice.** All communications regarding this Agreement shall be sent to the parties at the addresses listed below, unless notified to the contrary. Any written notice hereunder shall become effective as of the date of mailing by registered or

certified mail, and shall be deemed sufficiently given if sent to the addressee at the address stated in this Agreement or such other address as may be hereafter specified in writing.

- 17. Non-Waiver of Breach.** The failure of the City to insist upon strict performance of any of the covenants and agreements contained herein, or to exercise any option herein conferred in one or more instances shall not be construed to be a waiver or relinquishment of said covenants, agreements or options, and the same shall be and remain in full force and effect.
- 18. Resolution of Disputes, Governing Law.** Should any dispute, misunderstanding or conflict arise as to the terms and conditions contained in this Agreement, the matter shall be referred to the City Manager, whose decision shall be final. In the event of any litigation arising out of this Agreement, the prevailing party shall be reimbursed for its reasonable attorney fees from the other party. This Agreement shall be governed by and construed in accordance with the laws of the State of Washington.

IN WITNESS WHEREOF, the parties have executed this Agreement on the day and year above written.

CITY OF SULTAN

By: _____
Carolyn Eslick, Mayor

SERVICE PROVIDER

By: _____
Title: _____
Taxpayer ID #: _____

CITY CONTACT

City of Sultan
319 Main Street, Suite 200
Sultan, WA 98294
Phone: 360-793-2231
Fax: 360-793-3344

SERVICE PROVIDER CONTACT

Phone: _____
Fax: _____

ATTEST/AUTHENTICATED

By: _____
City Clerk

APPROVED AS TO FORM

By: _____
Office of the City Attorney