



CITY of THE DALLES

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M E M O R A N D U M

TO: Mayor and City Council

CC: Julie Krueger City Clerk,
Kate Mast Finance Director,
Gene Parker City Attorney

FROM: Nolan K. Young, City Manager *ny*

DATE: April 2, 2010

ISSUE: ESD Contract for IT Services

Attached is a copy of the proposed one-year contract with Region 9 Education Services District (ESD) for IT Services. This is a continuation of the contract we have had for the last two years.

The proposed contract is for \$94,624. This is an increase from last year's contract of \$78,240. The increase is because we are changing how we are receiving services so that we a higher-level technician. This will help us in both our day-to-day operations and our long range planning.

During the City Managers portion of the April 12th City Council meeting I will be asking the City Council for authorization to sign this contract.

**2010-2011
Computer Technology Administrative Services
Technology Specialist Position
Intergovernmental Agreement**

This agreement is between The City of The Dalles, hereafter called the CITY; and Columbia Gorge Education Service District, hereafter called the ESD. This is an "intergovernmental cooperation" agreement between the CITY and the ESD to provide additional technology coordination and services to the CITY. The CITY, within the context of this agreement, shall be the contractee and the ESD the contractor. The following provisions are agreed to:

ESD's Role

The ESD shall provide the following technology services during the 2010-2011 fiscal year.

The specific schedule will be coordinated by the ESD Technology Director and the CITY Manager. The ESD shall supply the equivalent of a .99 FTE Technology Specialist (232 days) to provide city-wide technical support to include:

1. Support of existing information technical systems and infrastructure during business hours
2. Day-to-day troubleshooting (password resets, account additions, wiring issues, and other related, usual, and necessary tasks)
3. Implementation and support of network and computer policies and administrative rules and operational procedures
4. Desktop support (Windows XP, etc.)
5. User account creation
6. Resolving printing problems
7. Maintain and support major systems, including servers, routers, and switches
8. ESD will provide basic written troubleshooting procedures to all CITY users so they can resolve their own technical problems before calling for technical support
9. Other necessary job functions as assigned by the ESD Director of Information Technology and CITY Administration

In addition, the ESD will:

1. Supervise the CITY's technology maintenance and development
2. Develop and recommend standards, policies, protocol, and administrative rules for implementation to manage vital areas of technology infrastructure, including:
 - a. Account creation
 - b. Virus protection
 - c. Tape Backup Procedures
 - d. Machine standardization
 - e. Others as necessary
3. Install service packs and upgrades as necessary on servers (Windows 2003, Exchange)
4. Draft recommendations for CITY administration consideration with respect to long-range needs and plans
5. Be the first point of contact for technical problems by staff

6. Be a point of contact for CITY contracted third-party vendors for issues involving technology equipment and systems

The CITY's Role

The CITY shall maintain any existing third-party vendor support contracts at least through the 2010-2011 fiscal year (or as determined and agreed upon by both parties).

The CITY shall make a good faith effort in sustaining a Technology Program that will include upgrades to hardware and software as recommended by the ESD.

The CITY shall provide \$ 94,624 to the ESD, paid in four equal installments. Payments will be made on a quarterly basis (July 31st, October 31st, February 28th and May 31st). Other technology related expenses not specifically addressed in this budget (mileage, training, etc.) are the responsibility of the CITY.

This is a 12-month contract with FTE and cost based on bargaining agreement.

This contract shall be for the period from July 1, 2010 through June 30th, 2011 and may be terminated by either party, with cause, with 60 days written notice. This contract shall only be renewed upon the agreement of the ESD and the CITY.

Nolan Young, City Manager
The City of the Dalles

Date

Gary Peterson, Superintendent
Columbia Gorge Education Service District

Date

Bryan Alexander, Technology Director
Columbia Gorge Education Service District

Date