



2001 SW Nye Avenue
Pendleton, Oregon 97801
main 541.276.6616
fax 541.276.4252
www.imesd.k12.or.us

INTER-GOVERNMENTAL SERVICE AGREEMENT

THIS AGREEMENT is between the **InterMountain Education Service District**, hereinafter referred to as **"ESD,"** and the **City of College Place**, hereinafter referred to as **"City."**

AUTHORITY FOR THIS AGREEMENT is found in ORS 190.003 to 190.110 Intergovernmental Cooperation, Section 2 and RCW 39.34.030.

IT IS UNDERSTOOD AND AGREED THAT THE ESD WILL:
Provide support for the City's existing desktop and network support needs, detailed below, as well as insure ongoing support and maintenance of the City's technology needs:


- General network and desktop support, working with City of College Place Administrator.
- Coordinate & implement upgrades and maintenance to network hardware and software.
- Provide server administration for City-owned servers.
- Manage Data Backup for critical data.
- Install new software on the network or desktop.
- Manage network and email user accounts.
- Provide support for email, MS Office, Windows, Helpdesk and other supported software.
- Provide unlimited access to the IT help desk and on-line help desk application, including tracking and reporting of trouble tickets.
- Provide Moves, Adds, Changes (MACs) for NEC 9100 telephone system and voicemail (depending on scope, some support may require a vendor, billable at vendor's rate).
- Analyze the City's network and data needs and communicate via written report to the City staff potential areas of improvement, including additional ways to automate processes.
- Monitoring of servers and switches
- Notify City of College Place in the event of a system-wide outage or maintenance window.
- Offer printer repair @ \$75.00/hr., plus parts & repair kits.
- Provide on-site and remote helpdesk and analyst level support an average of 1.5 days/week.
- Provide after-hours and weekend support for mission critical, after hour emergencies.

PERFORMANCE OF SERVICES under this agreement shall begin on April 1, 2017 and remain in effect until June 30, 2018. This agreement will automatically renew with an annual increase not to exceed 3% unless cancelled in writing by either party at least sixty (60) days preceding the end of each term. If either party cancels, ESD will provide 'transitional support,' including documentation to the new provider prior to the end of the cancelled term.




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IN CONSIDERATION FOR SERVICES PERFORMED, the City shall compensate the ESD \$4,500.00/month (\$54,000/annually) for services outlined in the agreement. The ESD will invoice the City quarterly for \$13,500.00. The City shall make payment within 30 thirty (30) days after receipt of an invoice.

SIGNED: 
Dr. Mark Mulvihill, Superintendent
InterMountain Education Service District

DATE: 3-10-17

SIGNED: 
Harvey Crowder, Mayor
City of College Place

DATE: 3/1/2017