City of Gold Bar
EST. 1910
107 – 5th Street, Gold Bar, WA 98251

City of Gold Bar
IT Scope of Work

The IT person or company (hereinafter 'IT') will be on-call to provide general professional services on an as-needed basis primarily during normal business hours. In the event of after-hour emergencies, the City of Gold Bar (hereinafter 'City') will compensate IT as detailed in the contract between IT and the City.

Specific responsibilities and expectations include, but are not limited to, the following.

1. Assessment

IT will compile and maintain an inventory of all information technology-related assets, assess the system for functionality and risk, and make recommendations for improvements and upgrades as needed. This Risk Assessment shall be done regularly, with IT providing an annual report to the Mayor and Council.

As part of this assessment, IT will provide the City Treasurer with a list of upgrades or changes in equipment and services, ranked in order of priority and including estimated costs, in September of each year for budgeting purposes.

2. Application Support

IT will perform basic support functions associated with the normal operating procedures of all IT-related equipment. This includes, but is not limited to, diagnosis, maintenance, repairs, configurations, installations, hardware and software, and advanced troubleshooting. IT will assist designated city personnel with IT-related purchasing and with the development of software and hardware policies and procedures.

3. Server and Workstation

IT will manage computer systems and networks, including complex applications, databases, email, web, servers, and associated hardware, software, communications, and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the city's systems. This will include, but is not limited to, regular maintenance, upgrades, patches, user logins, and security.

4. Network Administration services

IT will maintain all City network equipment and regularly perform installation and maintenance of such equipment. This will include, but is not limited to, installation and maintenance of printers, copiers, scanners, etc. This will also include, but is not limited to, regular analysis, routine configuration, and the installation of patches and upgrades.

5. Security

IT will maintain virus detection programs on city servers, email, and all city computers and laptops. Security audits will be performed on a regular basis, the schedule to be determined by IT and City staff. This shall include, but is not limited to, risk assessment, including an annual report on risks and security delivered to the Mayor and Council. IT will compile user logins and passwords in protected format for all city devices and provide a copy to designated city staff.

6. Data backups

IT will ensure all city data is backed up and available for restoration when needed. This includes maintaining offsite backups of all system data in a secure environment. This includes, but is not limited to, the BIAS operating program.

IT will create an annual report on the backup process for State Auditors as required by them during the City's annual audit process. This report shall include a component on disaster recovery.

IT shall meet with auditors if required, during normal business hours and at normal hourly rates.

7. Strategic Planning

IT will engineer, plan, and design system enhancements and provide technical leadership for server technology issues. This includes, but is not limited to, making recommendations for future purchases and long-term technology needs.

8. Miscellaneous

IT will be expected to communicate as needed with City staff by City phones, City emails, and in person. Communications shall be on City devices only. Text messages will not be utilized on any device.

IT will work primarily with the Office Manager. IT will work with the City Treasurer for budgeting, audit, and other financial needs. IT shall be available to all City staff for emergencies or technical problems. IT shall be available to work with the Mayor as needed. Council needs shall be routed through the Office Manager.