

Exhibit A Scope of Services

CONSULTANT shall provide all information technology support services requested by CITY including:

1. Comprehensive maintenance of CITY's Information Technology inventory at the City Hall and Corporation Yard locations, currently consisting of five (5) server units, one (1) NAS device and over one-hundred thirty-five (135) workstations, including a satellite office with six (6) workstations which are connected to City Hall via a VPN.
2. Comprehensive maintenance of CITY'S Information Technology inventory at the Library locations, including Goleta Valley Library, Solvang Library, and Buellton Library.
3. Review, scan, and deployment of patches and updates onto the City's servers on a weekly basis.
4. Daily review of back-up logs for the data, e-mail and finance system servers, noting any errors or anomalies which may lead to improper back-ups.
5. Daily review of security and virus logs.
6. Resolution of user computer concerns, which typically range in number from 2 to 4 per day.
7. Analyze available memory space within the system and delete unneeded or duplicate files where applicable.
8. Create recommendations to City staff to ensure that the system operates at peak efficiency.
9. Conduct overall inspection of servers and system to address any errors or potential issues which may degrade or impact overall performance.
10. Data recovery.
11. Maintain connectivity between the City's email server and smart phones utilized by staff and City officials to conduct City business.
12. Maintain hosted Microsoft Exchange email system; support Microsoft Outlook through the addition and/or deletion of user profiles, creation of email groups and shared calendars, general troubleshooting and resolution of user issues.

13. Deploy and maintain Microsoft Office 365 applications, as well as installed versions of Microsoft Office applications.
14. Complete special projects as needed, such as the procurement and installation of new desktop units, servers, network switches, printers, warranties, new software and software licenses.
15. Provide remote help desk support for OS, application support, and network and email problems, including an online tracking system of service requests that can be accessed by City staff as needed.
16. Provide and manage anti-spam and anti-virus applications for workstations and the City's email server.
17. Provide an application that supplies remote access to City workstations.
18. Support City staff in the utilization of the City's streaming media application, Granicus®.
19. Post periodic updates to two City web sites. The sites in question are <http://www.cityofgoleta.org> and <http://www.goletapreparenow.org>. Prior experience using WordPress and the Vision Internet CMS is preferable, but not required.
20. Provide at least one (1) hour of pre-scheduled on-site technical support, Monday through Thursday, between the hours of 9:30 AM and 2:00 PM, not including the 12:00 PM to 1:00 PM lunch hour. Actual scheduled on-site time to be determined by mutual agreement of Project Manager and CONSULTANT.
21. Respond to requests for service within one (1) hour, with resolution of routine requests between four (4) to 48 hours.
22. Maintain a PC and printer inventory, as well as tracking associated warranties.

CONSULTANT shall supply all of the necessary tools, equipment and resources to perform the scope of work. CITY shall be responsible for the cost of replacement or purchase of new information technology equipment that the CITY deems appropriate.

Exhibit A Scope of Services

CONSULTANT shall provide all information technology support services requested by CITY including:

1. Comprehensive maintenance of CITY's Information Technology inventory at the Goleta Library currently consisting of over thirty (30) workstations, four (4) wireless access points; three (3) Self-Check-out Machines, and one (1) network switch.
2. Review, scan, and deployment of patches and updates onto the City's servers on a weekly basis.
3. Daily review of back-up logs for the data, e-mail and finance system servers, noting any errors or anomalies which may lead to improper back-ups.
4. Daily review of security and virus logs.
5. Resolution of user computer concerns, which typically range in number from 2 to 4 per day.
6. Analyze available memory space within the system and delete unneeded or duplicate files where applicable.
7. Create recommendations to City staff to ensure that the system operates at peak efficiency.
8. Conduct overall inspection of servers and system to address any errors or potential issues which may degrade or impact overall performance.
9. Data recovery.
10. Maintain connectivity between the City's email server and smart phones utilized by staff and City officials to conduct City business.
11. Maintain hosted Microsoft Exchange email system; support Microsoft Outlook through the addition and/or deletion of user profiles, creation of email groups and shared calendars, general troubleshooting and resolution of user issues.
12. Deploy and maintain Microsoft Office 365 applications, as well as installed versions of Microsoft Office applications.

13. Complete special projects as needed, such as the procurement and installation of new desktop units, servers, network switches, printers, warranties, new software and software licenses.
14. Provide remote help desk support for OS, application support, and network and email problems, including an online tracking system of service requests that can be accessed by City staff as needed.
15. Provide assistance with connectivity and application support for Black Gold consortium membership network.
16. Provide and manage anti-spam and anti-virus applications for workstations and the City's email server.
17. Provide an application that supplies remote access to City workstations.
18. Support City staff in the utilization of the City's streaming media application, Granicus®.
19. Post periodic updates to two City web sites. The sites in question are <http://www.cityofgoleta.org> and <http://www.goletapreparenow.org>. Prior experience using WordPress and the Vision Internet CMS is preferable, but not required.
20. Respond to requests for service within one (1) hour, with resolution of routine requests between four (4) to 48 hours.
21. Maintain a PC and printer inventory, as well as tracking associated warranties.

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