

Assessor's Parcel Number: N/A

Date: MARCH 15, 2018

Recording Requested By:

Name: TAMMY JAMES, TECHNOLOGY SERVICES

Address: _____

City/State/Zip: _____

Real Property Transfer Tax: \$ N/A



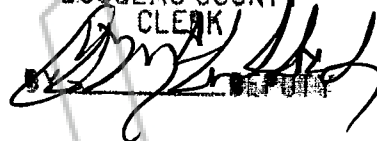
KAREN ELLISON, RECORDER

INTERLOCAL CONTRACT #2018.048
(Title of Document)

2018.048

2018 MAR 15 AM 9:53

DOUGLAS COUNTY
CLERK



INTERLOCAL CONTRACT
for
Technology Services

BETWEEN

DOUGLAS COUNTY
P.O. Box 218
MINDEN, NV 89423

AND

EAST FORK FIRE PROTECTION DISTRICT
1694 COUNTY ROAD
MINDEN, NV 89423

This Interlocal Contract for Technology Services (“Contract”) is entered into by and between Douglas County, a political subdivision of the State of Nevada (the “County”), and East Fork Fire Protection District, a fire protection district formed pursuant to Nevada Revised Statutes Chapter 474 (“East Fork”). The County and East Fork are at times collectively referred to hereinafter as the “Parties” or individually as the “Party.”

WHEREAS, County and East Fork are public agencies as defined by NRS 277.100 and are authorized pursuant to the Interlocal Cooperation Act (NRS 277.080 through 277.180) to enter into contracts with other public agencies to perform any governmental service, activity or undertaking which any of the contracting agencies is authorized by law to perform and to provide for the efficient joint use of the personnel and resources; and

WHEREAS, the stated purpose of the Interlocal Cooperation Act is to permit local governments to make the most efficient use of their powers by enabling them to cooperate with other public agencies on a basis of mutual advantage and thereby to provide services and facilities in a manner and pursuant to forms of governmental organization which will best accord with geographic, economic, population and other factors influencing the needs and development of local communities; and

WHEREAS, the County believes it is beneficial to develop interlocal contracts that will increase efficiencies, fiscal accountability, and preserve the historic, cultural and natural resources of Douglas County; and

WHEREAS, County has a Technology Service Department which provides an array of services, employees, and resources for technology guidance, planning, development, coordination and support of the County’s use of information technologies and enterprise data systems; and

WHEREAS, the Parties do foresee that a public agency will be required to expend more than \$25,000 to carry out the terms of this Contract;

WHEREAS, East Fork has a need for the technology services to support its public safety operations and currently obtains these services from the County Technology Service Department and desires to continue receiving these services for payment as formally described herein; and

WHEREAS, County represents that it is duly qualified, equipped, staffed, competent, ready, willing and able to perform the services required.

NOW, THEREFORE, in consideration of the mutual promises and covenants herein made, the County and East Fork mutually agree as follows:

1. TERM AND EFFECTIVE DATE OF CONTRACT. The term of this Contract shall commence upon July 1, 2018 (“Effective Date”), and shall remain in effect for twelve (12) months, expiring on June 30, 2019. To ensure continuous service, the parties agree that this Contract will be automatically renewed for four successive twelve (12) month periods, unless either party provides the other with written notice of its intent to cancel renewal at least 120 days, but no more than 150 days, before the start of the next renewal period. This Contract shall not automatically renew after June 30, 2023.

2. SERVICES PROVIDED BY COUNTY. The County, by and through its Technology Services Department, will offer and provide technology services to East Fork in accordance with the specifications identified in an annual East Fork Fire Protection District Rate Sheet (“Rate Sheet”), which is annually updated by the County. By no later than March 1 of each year, the County will provide the updated Rate Sheet, which will establish the services and rates for the immediately upcoming renewal period. The services offered by the County for initial term of this Contract are identified in the East Fork Rate Sheet for Fiscal Year 18/19, attached and incorporated as **Exhibit B**. Any service for which the total cost reads “Call for Quote,” may be included as a service if the parties agree upon the terms of such inclusion in writing.

The services offered by the County are further described in the Technology Department’s Service Catalog for the East Fork Fire Protection District (“Service Catalog”), attached as **Exhibit A** and incorporated herein by reference.

3. PAYMENT FOR SERVICES. During the initial term of this Contract, the price for services as stated in this Contract is an annual fee (“Annual Fee”) of One Hundred and Thirteen Thousand and Seventy One Dollars and Forty-Eight Cents (\$113,071.48). The Annual Fee expressly excludes any services for which the total cost listed in **Exhibit B** is listed as “Call for Quote,” or “Paid Through User Fees.” The Annual Fee will become due in four separate installments of approximately equal value. The County will invoice East fork for the first, second, third and fourth installments in July, October, January and April, respectively. Payment is due thirty (30) days after the date of the invoice. The County reserves the right to charge interest at the highest rate allowed by law on overdue payments.

East Fork will not be entitled to any adjustment to the Annual Fee as a result of any interruption in service. The County does not warrant or guarantee that the service will be uninterrupted or error-free. East Fork will have the option to terminate the contract for cause if there is a major, persistent outage that continues for seven (7) continuous calendar days during the term of this Contract, provided however that in order to exercise the right to terminate for cause under this paragraph, East Fork must provide the County with notice of the interruption in service within one (1) calendar day of the day on which the interruption begins. Termination for cause as explicitly set forth herein shall be East Fork's sole remedy with respect to interruptions of service.

4. ANNUAL PRICE ADJUSTMENTS. Because the cost to provide technology services may increase over time, the County reserves the right to adjust the prices in the annually updated Rate Sheet. The Annual Fee for any renewal period shall not exceed 105% of the annual fee charged during the preceding period. As stated above, the Annual Fee expressly excludes any "Call for Quote" services or additional services added. The County's failure to increase rates during one renewal period, does not constitute a waiver by the County to increase rates during any subsequent renewal period.

5. TERMINATION OF CONTRACT. Should either Party believe the other Party has defaulted or breached its obligations; the non-defaulting Party must give written notice of the default and allow the other Party to cure the default within 30 days of said notice. If a Party has defaulted and fails to cure such default within the 30-day period, the other Party may provide notice of intent to terminate, which will become effective upon receipt by the defaulting party.

6. DOUGLAS COUNTY SUPPLIED EQUIPMENT. It is East Fork's obligation, and at its sole expense, to provide for space, infrastructure, electricity, back-up power, security, and climate control for any equipment the County installs upon East Fork's property ("Supplied Equipment"). The County will, in its sole discretion, determine which (if any) equipment is necessary for the purpose of providing the services agreed upon by the Parties. East Fork will be responsible for providing and maintaining, at its own expense, the proper environment for all Supplied Equipment. In the event East Fork fails to do so, East Fork shall reimburse the County for the actual cost of repairing or replacing any of the Supplied Equipment damaged or destroyed as a result of East Fork's failure. Except as otherwise agreed, title to all of County's Supplied Equipment shall remain with Douglas County. The County will provide and maintain the Supplied Equipment in good working order. East Fork shall not, and shall not permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the Supplied Equipment without the prior written consent of the County. The Supplied Equipment shall not be used for any purpose other than that for which the County provides. East Fork shall not take any action that causes the imposition of any lien or encumbrance on County's Supplied Equipment. In no event will the County be liable to East Fork or any other person for interruption of Service or for any other loss, cost or damage caused or related to improper use or maintenance of the Supplied Equipment by East Fork or third parties provided access to the Supplied Equipment by East Fork in violation of these Terms. East Fork shall reimburse the County for any damages incurred as a result thereof. East Fork agrees, which contract shall survive the expiration, termination or cancellation of this Contract, to allow the County to remove County's Supplied Equipment from the East Fork's Premises after termination,

expiration or cancellation of the term of this Contract; or during the Term, for repair, replacement or otherwise as the County may determine is necessary or desirable, but the County will use commercially reasonable efforts to minimize disruptions to the Service caused thereby.

The Parties agree and understand that East Fork may supply equipment, which may be used by the County to assist in providing the services under this Contract. If any equipment which has been supplied by East Fork becomes unserviceable or, in the County's opinion is otherwise unusable, the County may elect to discontinue using the East Fork equipment and supply its own equipment for use instead. Any such equipment supplied by the County will be considered "Supplied Equipment," as described above. The County shall not be responsible for any loss associated with the damage, destruction, or other reduction in value of equipment supplied by East Fork unless such loss is as a result of intentional, reckless or grossly negligent acts by the County. If the County elects to discontinue using any Fork-supplied equipment, the County will remit the East Fork-supplied equipment to East Fork for disposition.

7. ACCESS TO PREMISES. As a condition to the County's obligation to provide and maintain service under this Contract, East Fork shall provide County access to East Fork's premises for the installation, inspection and scheduled or emergency maintenance of Supplied Equipment. Except on an Emergency basis, the County shall provide East Fork with two (2) business days' prior notice that it requires access to the premises. East Fork will provide a safe place to work and will comply with all laws and regulations regarding the working conditions at East Fork's premises.

8. LIABILITY. Neither party shall be liable to the other for any indirect, incidental, special, consequential, exemplary or punitive damages, including but not limited to damages for lost profits, lost revenues, or the cost of purchasing replacement services arising out of the performance or failure to perform under the contract regardless of the foreseeability thereof even if the party has been advised or should have known of the possibility of such damages.

9. DISCLAIMER OF WARRANTIES. The warranties and remedies set forth in this Contract constitute the only warranties and remedies with respect to the Services provided. Such warranties are in lieu of all other warranties, written or oral, statutory, express or implied, including without limitation, the warranty of merchantability and the warranty of fitness for a particular purpose or use. The County does not warrant that the services provided under this Contract will be uninterrupted or error-free.

10. CONSTRUCTION OF CONTRACT. The Contract will be construed and interpreted according to the laws of the State of Nevada. There will be no presumption for or against the drafter in interpreting or enforcing the Contract. In the event a dispute arises between the Parties, the Parties promise and agree to first meet and confer to resolve any dispute. If such meeting does not resolve the dispute, then the Parties agree to mediate any dispute arising from or relating to the Contract before an independent mediator mutually agreed to by the Parties. The fee, rate or charge of the mediator will be shared equally by the Parties, who will otherwise be responsible for their own attorney's fees and costs. If mediation is unsuccessful, litigation may only proceed before a department of the Ninth Judicial Court of the State of Nevada in and for the County of Douglas that was not involved in the mediation process and attorney's fees and

costs will be awarded to the prevailing party at the discretion of the court. The Parties mutually agree to not seek punitive damages.

11. ASSIGNMENT. Neither Party will assign, transfer nor delegate any rights, obligations or duties under this Contract without the prior written consent of the other Party.

12. COMPLIANCE WITH APPLICABLE LAWS. The Parties promise and agree to fully and completely comply with all applicable local, state and federal laws, regulations, orders, or requirements of any sort in carrying out the obligations of the Contract, including, but not limited to, all federal, state, and local accounting procedures and requirements, all hazardous materials regulations, and all building codes, rules, and regulations. The Parties will not waive and intend to assert all immunity and liability limitations available under NRS Chapter 41.

13. INSPECTION OF RECORDS. The books, records, documents and accounting procedures and practices of each Party related to the Contract will be subject to inspection, examination and audit by the other Party, including, but not limited to, the agreeing agency, the County Manager, the District Attorney, the East Fork Chief, East Fork Accountant, East Fork Counsel and, if applicable, the Comptroller General of the United States, or any authorized representative of those entities.

14. PUBLIC RECORDS LAW. The Parties expressly understand and agree that all documents submitted, filed, or deposited by one Party with the other Party, unless designated as confidential by a specific statute of the State of Nevada, will be treated as public records pursuant to NRS Chapter 239 and shall be available for inspection and copying by any person, as defined in NRS 0.039, or any governmental entity. The Parties expressly and indefinitely waive all of their rights to bring an action, including but not limited to, by way complaint, interpleader, intervention, or any third party practice, asserting any claims, demands, suits, actions, judgments, or executions, for damages or any other relief, in any administrative or judicial forum, against the other Party or any of its officers or employees, in either their official or individual capacity, for violations of or infringement of the copyright laws of the United States or of any other nation.

15. INDEMNIFICATION. To the fullest extent permitted by law, each Party shall indemnify, hold harmless and defend the other from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys' fees and costs, arising out of any alleged negligent or willful acts or omissions of the indemnifying party, its officers, employees and agents. Each party will defend, hold harmless and/or indemnify the other against such claims. Notwithstanding the obligation to defend as set forth in this paragraph, the defended party may elect to participate in the defense of any claim brought against that party because of the conduct of the defending party, its officers, employees and agents. Such participation shall be at the defended party's own expense and the defended party shall be responsible for the payment of its own attorney's fees it incurs in participating in its own defense.

16. MODIFICATION OF CONTRACT. The Contract and the attached exhibits constitute the entire contract and understanding between the Parties and may only be modified by a written

amendment approved by the governing body of both Parties and signed by their authorized representatives.

17. AUTHORITY. The Parties represent and warrant that they have the authority to enter into this Contract.

18. WAIVER OF LIEN. East Fork understands and agrees the services the County will render to the County are not intended for the improvement of real property or to otherwise grant any rights to East Fork pursuant to NRS chapter 108.

19. FORCE MAJEURE. No Party to this Contract shall be considered to be in default in the performance of any obligations under this Contract when a failure of performance shall be due to uncontrollable forces. The Term "uncontrollable force" shall mean any cause beyond the control of the Party unable to perform such obligation, including but not limited to failure or threat of failure of facilities, flood, earthquake, storm, fire, lightning, and other natural catastrophes, epidemic, war, civil disturbance or disobedience, strike, sabotage, restraint by order of a court or regulatory body or agency of competent jurisdiction, and any non-action by, or failure to obtain the necessary authorization or approvals from a Federal governmental agency or authority, which by the exercise of due diligence and foresight such Party could not reasonably have been expected to overcome. Nothing contained herein shall be construed to require a Party to settle any strike or labor dispute in which it is involved or accede to claims or conditions which it believes to be adverse to its business or other interests.

20. THIRD PARTY BENEFICIARY. Nothing contained in this Contract is intended to convey any rights or to create a contractual relationship with any third party, or to otherwise allow a third party to assert a cause of action against either East Fork or County.

21. NOTICES. All notices, requests, demands and other communications hereunder must be in writing and will be deemed delivered when sent via certified mail, return receipt requested or by commercial courier, provided the courier's regular business is delivery service and provided further that it guarantees delivery to the addressee by the end of the next business day following the courier's receipt from the sender, addressed as follows (or any other address that the Party to be notified may have designated to the sender by like notice):

To County: Douglas County
Attn: County Manager & Sherri McGee, Chief Technology Officer
Post Office Box 218
Minden, Nevada 89423
Telephone: (775) 782-6290

To East Fork: East Fork Fire Protection District
Attn: Chief Tod Carlini
1694 County Road
Minden, Nevada 89423
Telephone: (775) 782-9040

22. **ENTIRE CONTRACT AND MODIFICATION.** This Contract constitutes the entire contract and understanding of the Parties and is intended as a complete and exclusive statement of the promises, representations, negotiations, discussions, and other contracts or contracts that may have been made in connection with the subject matter hereof. Unless an integrated attachment to this Contract specifically displays a mutual intent to amend a particular part of this Contract, general conflicts in language between any such attachment and this Contract shall be construed consistent with the terms of this Contract. Unless otherwise expressly authorized by the terms of this Contract, no modification or amendment to this Contract shall be binding upon the Parties unless the same is in writing and signed by the respective Parties hereto.

23. **CONFLICT OF INTEREST.** By signing this Contract, East Fork agrees that any information obtained from Douglas County, in whatever form, will not be divulged to other competing interests without the permission of the County Manager. In the event of a breach of this provision, Douglas County may immediately withdraw, without penalty, from this Contract. Conversely, by signing this Contract, County agrees that any information obtained from East Fork, in whatever form, will not be divulged to other competing interests without the permission of the District Fire Chief. In the event of a breach of this provision, East Fork may immediately withdraw, without penalty, from this Contract.

IN WITNESS WHEREOF, the Parties hereto have caused the Contract to be signed and intend to be legally bound thereby.

East Fork Fire Protection District

By: *Bernard Curtis* *02/29/2018*
Bernard Curtis, President (Date)

Douglas County

By: *[Signature]* _____
Steven J. Thaler (Date)
Chairman,
Douglas County Board of County
Commissioners

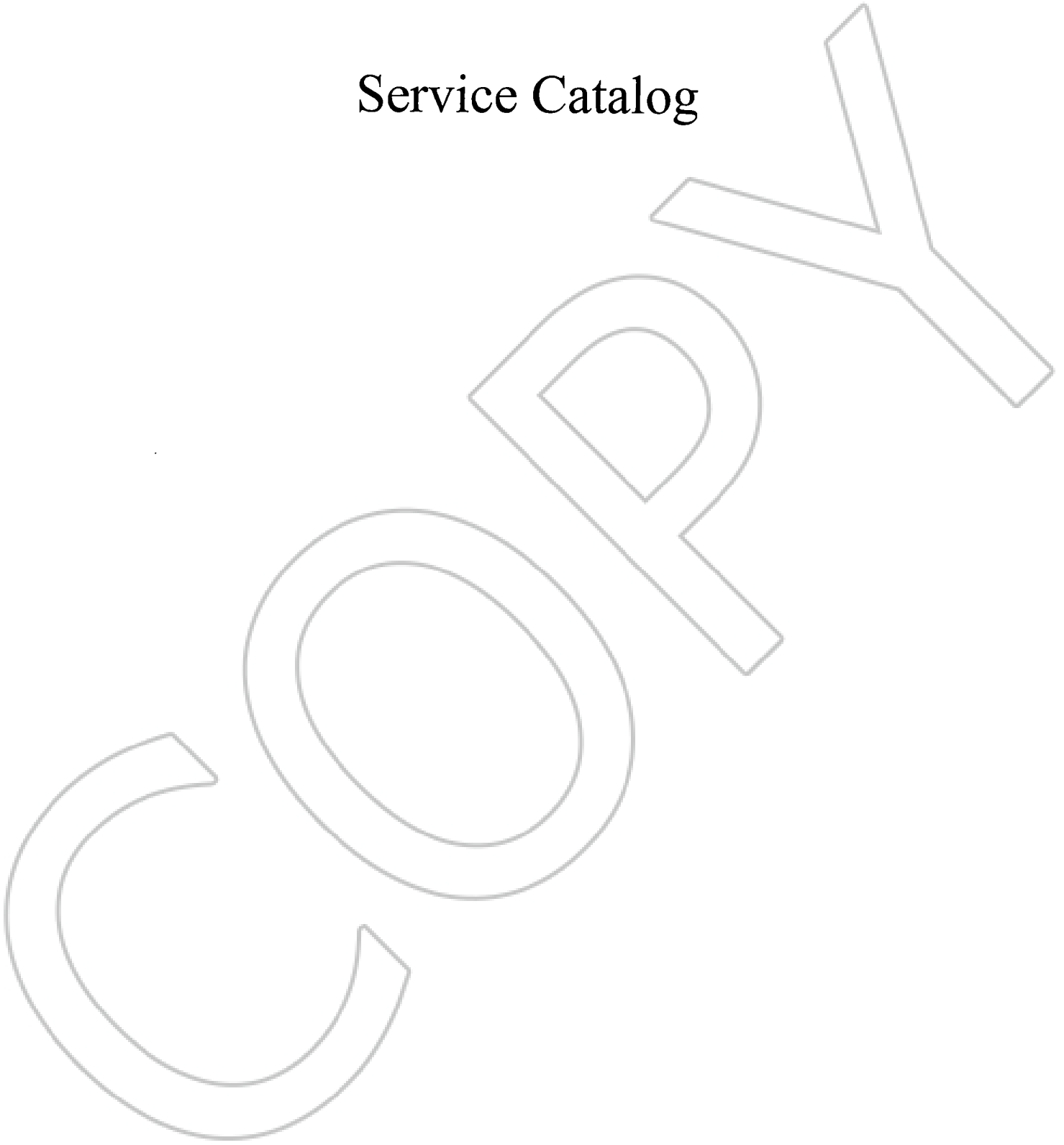
Attest:

Barbara Griffin
Barbara Griffin, Board Secretary

2-20-18
Date

Exhibit A

Service Catalog



DOUGLAS COUNTY TECHNOLOGY SERVICES DEPARTMENT

Description of services provided by the Technology Services Department
including Chargeback methods, availability and delivery timeframes.

Service Catalog



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Card Access		Category: Accounts and Access Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Departments and facilities in Douglas County use card reading systems on doors, and gates to control access to buildings and secure areas. The system is centrally-maintained by the Technology Services Department. Access can be restricted by day of the week and time of day, and can be set up to provide access on an individual basis, by department or group list.		
Features:		
<ul style="list-style-type: none"> • Employee Safety • Building Security • Granular Access Control 	<ul style="list-style-type: none"> • Access Scheduling • Access Reporting • Chipped ID Badge 	<ul style="list-style-type: none"> • Customized Access Rights • Access Tracking • Scheduled door locking and unlocking
Customer Requirements: HR will issue cards to employees, as new hires and when replacements are necessary. It is the client's responsibility, however, to provide timely notice when a replacement to HR is necessary. HR is responsible for communicating this request to Technology Services. Client must maintain secure control of ID badge or FOB at all times to ensure the security of the buildings to which they provide access. Report lost or stolen badges to HR immediately.		
Availability: Card access system is intended to be available 24/7/365 with 99.5% uptime. Uptime does not include scheduled and noticed maintenance windows.	Delivery: Key Cards are issued upon request by the Human Resources Department, Monday – Friday, 8:00 am – 5:00 pm System change requests are delivered Monday – Friday, 8:00 am – 5:00 pm with 4 hours advanced notice.	



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Cost: See Rate Sheet

These costs are associated with maintaining the card reading system on doors and gates which controls access to building and secure areas. Costs are charged based on the number of doors by Department and Fund requiring Key Card Access devices.

Individual access cards are charged by number of cards issued by Department and Fund.

*Included in Productivity Bundle

Customers Served:

County employees including Towns, Contractors and/or Volunteers and entities under contracted services who are assigned to secure buildings or who need regular access to secure buildings in the conduct of their duties and entities



Douglas County Technology Services Department
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TSD Service Catalog

Service Definition

Service Name: Network/Application User Accounts	Category: Accounts and Access Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us	
Service Description: Enterprise Access accounts are administered by the Technology Services Department. This service provides individual and group accounts with authentication mechanisms for access (and limited access) to file shares, applications, and other Douglas County resources. Departments can take advantage of single/simplified sign-on by accessing most network-based resources using their County username and password. This provides a simple procedure for applications to securely authenticate users without additional infrastructure costs or complexity. Enterprise Access is a core foundation service which enables Departments to reduce their infrastructure and operating costs by utilizing a common, standardized, and secure directory.	
Features: <ul style="list-style-type: none"> • Password Support • Role Assignment • Access Tracking & Reporting • Usage Summaries • Active Directory Account • Account Activation • Account De-Activation • Application Integrations 	
Customer Requirements: It is the hiring manager's responsibility to adhere to the County's On Boarding and Separation Policies regarding the acquisition and termination of user accounts. It is the client's responsibility to adhere to the County's Acceptable Use and Password Policies. Customer must submit a Technology Access Request Form (TARF)	



Douglas County Technology Services Department
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 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

<p>Availability:</p> <p>24/7/365 once service is established.</p> <p>Service availability target is 99.5%</p> <p>Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.</p>	<p>Delivery:</p> <p>Requests are provisioned Monday–Friday, 8:00 AM–5:00 PM</p> <p>Provided that User Responsibilities have been met, every attempt will be made for the account to be available for user on the date specified in the CARF.</p> <p>In the event that the user's specified start date falls outside of TSD's hours of operation, the user setup will commence on the previous business day.</p>
<p>Cost: See Rate Sheet</p> <p>These costs are associated with administering Enterprise Access accounts which provides individuals or group accounts with authentication mechanism for access (and limited access) to file shares, application, and other County Resources. Costs are based on a Full Time Equivalent (FTE) count by Department.</p>	
<p>Customers Served:</p> <p>County employees including Towns, Contractors and/or Volunteers and entities under contracted services who are assigned to secure buildings or who need regular access to secure buildings in the conduct of their duties.</p>	



Douglas County Technology Services Department
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 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Remote Access		Category: Accounts and Access Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: County staff can be provided remote access to the County's network if the requirements of their position make such accommodations necessary. The Technology Services staff will work with departments to determine the most appropriate type and level of access for their situation.		
Features: <ul style="list-style-type: none"> • Remote Access Into County Network • Security Compliant Access • Global Protect • Virtual Private Network (VPN) 		
Customer Requirements: It is the Client's responsibility to justify the need for remote access and acquire manager approval. It is the Client's responsibility to follow the County's Acceptable Use policy.		
Availability: 24/7/365 once service is established. TSD will work to provide an availability of 99.9%, excluding scheduled outages and maintenance windows. In the event of an outage, restoration of service will become priority for the TSD Systems team. Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.		Delivery: Requests can be provisioned Monday–Friday, 8:00 AM–5:00 PM Allow four (4) days for request delivery
Cost: See Rate Sheet These costs are associated with providing employee remote access to the County's network. Costs are charged based on the number of remote access users by Department and Fund.		



Douglas County Technology Services Department
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Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Customers Served:

County employees including Towns, Contractors and/or Volunteers and entities under contracted whose position requires access to the County network from remote locations as a regular part of their job.

Can also be temporarily granted on an ad-hoc basis.



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Public Safety Radio	Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us	
Service Description: The Douglas County Technology Services Department maintains and operates the County's Public Safety Radio Communication network. The primary purpose of this radio network is to enable interoperable mobile radio communications for Public Safety entities such as Douglas County 911 Dispatch, Douglas County Sheriff's Office, East Fork Fire Protection District, Tahoe Douglas Fire, and other regional first-response agencies. The public safety radio network rides along a VHF narrow-banded infrastructure built on a series of repeater sites, in-building repeaters, in-vehicle repeaters, and voted receivers. The network facilitates communication from Dispatch to First Responders, tactical frequencies for First Responders, and inter-operability channels for communication with regional agencies.	
Features: <ul style="list-style-type: none"> • VHF Radio Infrastructure • Tactical Channels • Hand-Held Radios • Mobile Radios • Base Radios • Repeaters • Dispatch Console System • In-Vehicle Repeaters • Voters • Pagers • Scanners • Inter-operability Channels: NLEMA, SAR, VFIRE 21, etc. • Surrounding agency channels: Carson City, Lyon, Alpine, etc. • Programming Code Plugs • 24/7/365 Radio System Support • Interoperability w/ Surrounding Agencies • Fire Station Controllers & Alerting Devices • Recommendations for Device Manufacturer/Model • Tactical Channels: Orange, Green, Silver, etc. 	
Customer Requirements: Client must attend training session(s) on the proper use and care of equipment and make every effort to utilize and maintain the equipment properly.	



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

<p>Availability:</p> <p>Technical support of dispatch centers and major infrastructure components is provided 24x7x365. Technical support for mobile/portable radios is provided 7:30 a.m. to 5:00 p.m. on business days.</p> <p>Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.</p>	<p>Delivery:</p> <p>As a primary service, support staff is available 24 x 7 for both incident reporting and resolution. TSD radio communications staff will respond to the customer within 30 minutes of a reported incident.</p> <p>Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve incidents within 4 hours.</p>
<p>Cost: See Rate Sheet</p> <p>Radio User Fees are set by the Emergency Operation Committee</p>	
<p>Customers Served:</p> <p>County employees and entities under contracted services whose position requires access to the Public Safety Radio network.</p>	



Douglas County Technology Services Department
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 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Telephone		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Technology Services Department (TSD) provides standard telephone services including voicemail, caller ID, call transfer and call forwarding with single or multiple extensions. Auto-attendant menus, hunt groups and multi-party conferencing are also available. Circuits for FAX and modem services can also be provided.		
Features:		
<ul style="list-style-type: none"> <li style="display: inline-block; width: 45%;">• Dial Tone <li style="display: inline-block; width: 45%;">• Menu Tree Configurations <li style="display: inline-block; width: 45%;">• Voice Mail <li style="display: inline-block; width: 45%;">• Telephone Handset <li style="display: inline-block; width: 45%;">• Conferencing <li style="display: inline-block; width: 45%;">• Conference Telephone <li style="display: inline-block; width: 45%;">• Cabling <li style="display: inline-block; width: 45%;">• Modems 		
Customer Requirements: It is the client's responsibility to read instructions provided on the use of telephone equipment (how to use features such as transfers, forwarding, retrieving voicemail, etc)		
Availability:		Delivery:
<p>24/7/365 once service is established.</p> <p>TSD will work to provide an availability of 99.9%, excluding scheduled outages and maintenance windows.</p> <p>In the event of an outage, restoration of service will become priority for the TSD Systems team.</p> <p>Outages for maintenance activities scheduled according to published and advance notices will not be part of the availability calculations.</p>		<p>Requests for new phones require two (2) weeks advanced notice.</p> <p>Phone line change requests are delivered Monday – Friday, 8:00 am – 5:00 pm with 4 hours advanced notice.</p>



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Cost: See Rate Sheet

These costs are associated with maintaining telephone system and includes, voicemail, caller ID, call transfer and call forwarding, auto-attendant menus, hunt group and conferencing. These costs are allocated based on the number of extensions by Department and Fund.

Customers Served:

County employees including Towns, Contractors and/or Volunteers and entities under contracted services.



Douglas County Technology Services Department
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TSD Service Catalog

Service Definition

Service Name: Cellular Devices		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Technology Services Department (TSD) procures commercial cellular services with unlimited data to meet Douglas County's mobile communication requirements. Negotiates government pricing with no long-term contracts for voice and data plans. Handles administrative duties of the government account and facilitates the replacement and repair of end-users County-issued devices.		
Features:		
<ul style="list-style-type: none"> • County-Issued Smart Phones • County-Issued Flip-Phones • Usage Reports • Mi-Fi Devices (Including loaners) • Procurement 	<ul style="list-style-type: none"> • Voice & Data Plans • Employee Discounts • Line-Based Usage Reports • Pooled Data Plans • Mobile Device Management 	<ul style="list-style-type: none"> • iOS Devices (Thru Ver 7) • Android Devices • Windows OS Devices
Customer Requirements: It is the hiring manager's responsibility to justify the need and type of cellular device for the position. It is the client's responsibility to adhere to the County's Cell Phone Policy and to provide care and maintenance of the device.		
Availability: 24/7/365 once service is established.	Delivery: (time customer can expect for service to be provisioned): Requests for new phones require two (2) weeks advanced notice.	
Cost: See Rate Sheet These costs are associated with administering cellular/data services including negotiating contracts and replacement and repair of end-users County-issued devices. Costs are charged based on the number of cellular devices issued to the Department.		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services whose position requires them to be accessible via mobile devices at all times.		



TSD Service Catalog

Service Definition

Service Name: Audio/Visual & Meeting Services		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Technology Services Department (TSD) can provide you with assistance in all aspects of Audio / Video needs. We will assist with initial design to suit your requirements and budget for audio sound systems, large format TV monitors, with multi-input platforms, Live Streaming, digital signage, and projectors, for use in conference and meeting rooms, training rooms, including special meeting participation events.		
Features:		
<ul style="list-style-type: none"> • Audio/Visual (A/V) Hardware Support • Design Consultation • Large format monitors • Projectors & screens • Vendor referrals 	<ul style="list-style-type: none"> • A/V Project Implementation Support • Design-build system review • Accella environment support • External Skype environment support • Go-To-Meeting/Web-Ex environment support 	
Customer Requirements: It is the client's responsibility to identify the type of audio visual service or services needed. It is the client's responsibility to provide at least two weeks' advanced notice for this service.		
Availability: Meeting support is available upon request Audio/Visual system design and build out timeline and scheduled will be based on requirements and delivery	Delivery: Three (3) days advanced notices is required for meeting support requests. All other services are dependent on specific requirements and will be assessed on a case by case basis. Design and hardware could take 60 days for delivery and set-up depending on requirements.	
Cost: See Rate Sheet Specific costs for project work will be determined based on requirements These costs are associated with providing all aspects of Audio/Video needs for use in conference and meeting rooms, training rooms and special meeting participation events. Costs are charged based on the number of requested hours from a Department.		



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Customers Served:

County employees including Towns, Contractors and/or Volunteers and entities under contracted services.





TSD Service Catalog

Service Definition

Service Name: Email and Calendars		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Technology Services Department provides a reliable and secure system supporting calendaring and communication capabilities while reducing costs. The services administered include anti-virus, and anti-spam ensuring your data and communications are kept secure within the County-managed infrastructure. Douglas County's Microsoft platform provides integration to allow access to email and calendaring tools from your desktop, tablet and phone. The platform provides robust tools to facilitate meeting scheduling, enable auto-reminders, communal email account distribution groups, and access to countywide distribution groups. The combination of these tools allows you to streamline your email and calendaring work flows.		
Features:		
<ul style="list-style-type: none"> • Desktop E-Mail • Web Mail Access • Outlook Calendar Access 	<ul style="list-style-type: none"> • E-mail Archiving • E-Discovery Requests • Attachment Archiving 	<ul style="list-style-type: none"> • Outlook Scheduling Assistant • Microsoft Outlook • Outlook Web Access (OWA)
Customer Requirements: It is the client's responsibility to adhere to the TSD's Acceptable Use policy.		
Availability: Email is available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: This service can be requested as a part of a new user setup for a new employee. Additionally, any support issues regarding email can be initiated by contacting Technology Services. Requests to add, delete, or modify an e-mail account will be processed within 3-5 days. Restore service in accordance with TSD's severity levels, policies, and procedures.	



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Cost: See Rate Sheet

These costs are associated with administering the County's Microsoft platform for the email and calendaring tool for desktop, tablet, and phone. Costs are charged based on the number of email accounts assigned to a Department.

Customers Served:

County employees including Towns, Contractors and/or Volunteers and entities under contracted services.



TSD Service Catalog

Service Definition

Service Name: File Sharing and Storage		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: File Storage services use the Douglas County network file system to provide access to centralized shared files. Access is provided throughout the Douglas County network, which can be extended outside of Douglas County via the use of the VPN and/or Global Protect service. The File Storage service enables collaboration and is a good way to have secure and sharable file storage for groups and departments within the County network. The File Storage service may also be used for safe and secure long-term storage of large, rarely accessed data sets.		
Features:		
<ul style="list-style-type: none"> • Secure Access to File Shares • Secure File Storage • Reliable File Access 	<ul style="list-style-type: none"> • Backup & Recovery • Network Share Access • Public Drive Access 	<ul style="list-style-type: none"> • File Restoration • Restricted Access Shares
Customer Requirements: It is the client's responsibility when requesting additional file directories to describe types of files and approximate size of file storage needed. If file storage exceeds standard storage limits, manager approval is required.		
Availability: Files are available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: Recovery of files and shares can be requested Monday – Friday, 8:00 am – 5:00 pm. Turnaround is dependent on size and age of request. New requests for Public Shares and Access are provisioned within three (30) days, Monday – Friday, 8:00 am – 5:00 pm	
Cost: See Rate Sheet These costs are associated with the file storage services used by the County network file system to provide access to centralized share files. Costs are allocated based on byte used by a Department.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Extranet		Category: Communications & Collaboration
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Douglas County has deployed "Go Anywhere" FTP solutions to provide for secure file and data sharing between County offices and external entities. This internal service provides a more secure and controlled alternative to Drop, Drop Box, Google Drive, etc. and is the recommended standard for moving large files as opposed to the older method of utilizing external drives for file sharing.		
Features:		
<ul style="list-style-type: none"> • File Transfer Protocol (FTP) Services • Transfer of large file formats 		<ul style="list-style-type: none"> • Static Data Exchange • Dynamic Data Sharing with External Entities
Customer Requirements: It is the client's responsibility to provision and manage access accounts provided to external entities and monitor those entities' usage. External access accounts will expire after 90 days of inactivity. It is the client's responsibility to notify Technology Services Department if an account they provisioned for an external entity is no longer necessary.		
Availability: File and data sharing are available 24/7/365 once account is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: Requests for Extranet accounts are provisioned within three (3) days, Monday – Friday, 8:00 am – 5:00 pm	
Cost: See Rate Sheet Costs are allocated based on a Full Time Equivalent (FTE) count by Department.		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog **Service Definition**

Service Name: Service Center		Category: Enterprise Productivity Support
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The TSD Service Center is the first point of contact for all County employees. TSD staff will provision new technology services as well as resolve technical issues associated with County-owned computer equipment, desktop or networked applications, peripheral equipment or any network issues.		
Features:		
<ul style="list-style-type: none"> • Hardware Support • Software Support • Notifications • Printer Support • Active Directory Support • Technology Relocation Services 	<ul style="list-style-type: none"> • Technology Service Desk • First call resolution of most technical issues • Ticket Handling & Resolution • Password/Account Access Support • Communication of Known Tech Issues & Outages 	
Customer Requirements: It is the client's responsibility to provide details of their problem, concern, or question. It is the client's responsibility to update the Service Desk if more information regarding an issue comes to light. It is the client's responsibility to be available and participate in the process of resolving the issue where necessary.		
Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Service requests are in accordance with specific service definitions. Restore service is in accordance with Standard Service level agreements for Core Technology Services	
Cost: See Rate Sheet Costs are allocated based on a Full Time Equivalent (FTE) count by Department.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog **Service Definition**

Service Name: Hardware Support		Category: Enterprise Productivity Support
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Hardware support is available for Douglas County owned and TSD approved end user devices (desktop computers, laptop computers, mobile tablet computers, monitors, docking stations, external media drives and system printers) under warranty and accessing Douglas County's business systems. Technology Services will ensure users have access to County applications they need to perform their job functions from their devices as well as ensure peripheral devices function as intended. End user support covers the configuration, installation, connectivity, maintenance, troubleshooting, break/fix and upgrades of qualified devices.		
Features:		
<ul style="list-style-type: none"> • Hardware Installation / Setup • Computing Hardware Support • Connectivity Assessments • Hardware Needs Assessment • Set-up Consultation • Peripheral Support • Computer Security • Troubleshooting and maintenance of equipment 	<ul style="list-style-type: none"> • Enterprise Productivity Software Licenses and support • Computing Hardware Procurement • Operating System Support: Maintenance, Troubleshooting, Software Updates • Troubleshooting of network connectivity 	<ul style="list-style-type: none"> • Standard Desktops • Power User Desktops • Standard Laptops • Ruggedized Laptops • iOS Tablets • Android Tablets
Customer Requirements: It is the client's responsibility to ensure the proper care and maintenance of technology hardware. It is the client's responsibility to ensure the physical safety of laptops and other mobile devices while in their possession. Clients are responsible for responding to order requests for leased equipment on schedule and for consulting with TSD regarding any hardware purchases not on the TSD Standards List		



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

<p>Availability:</p> <p>Support is available 8:00 AM–5:00 PM, Monday–Friday</p>	<p>Delivery:</p> <p>New hardware purchases and leases occur in July and January each fiscal year. Requests outside the standard delivery schedule require 30 days' notice.</p> <p>Restore service is in accordance with Standard Service level agreements for Core Technology Services</p>
<p>Cost: Hardware costs are published in the Service Desk application. Support costs are included in Service Desk charges.</p>	
<p>Customers Served:</p> <p>County employees including Towns, Contractors and/or Volunteers and entities under contracted services.</p>	



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Software and Applications		Category: Enterprise Productivity Support
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Purchase software and licenses of common software and Enterprise applications supporting business functions and operations. This service includes the assurance that approved software can and will function in the environment provided. This includes consultation as to operating system compatibility, and assistance in identifying the most current version available. This service DOES NOT include support of the specific features and functions of the software.		
Features:		
<ul style="list-style-type: none"> • Installation & Configuration of Commercial Off-The-Shelf (COTS) Software • Software Procurement • Application Deployments • Patching & Updating • License & Version Tracking 	<u>Sample Desktop Software:</u> <ul style="list-style-type: none"> • Microsoft (MS) Office Suite • QuickBooks • Adobe Pro & Reader 	<u>Sample Desktop Software:</u> <ul style="list-style-type: none"> • Microsoft (MS) Office Suite • QuickBooks • Adobe Pro & Reader
Customer Requirements: It is the client's responsibility to request new enterprise applications through the technology governance process. It is the client's responsibility to secure manager approval prior to requesting new desktop applications. It is the client department's responsibility to budget for license and version updates.		
Availability: Support is available 8:00 AM-5:00 PM, Monday-Friday	Delivery: New software and license requests are dependent on vendor turn around. Restore services are in accordance with Standard Service level agreements for Core Technology Services	



Douglas County Technology Services Department
1616 8th St., Minden, NV 89423
Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Cost: See Rate Sheet

These costs are associated with the annual software licensing expenditures and providing support of common software applications including Desktop Operating System, Microsoft Office Suite, Adobe Pro and Reader. Costs are charged based on the number of workstations or mobile data computers by Departments or Funds.

Annual licensing expenditures for specific server-based software applications are allocated directly to the Department or Fund with exclusive use of the application.

Customers Served:

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Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Productivity Bundle		Category: Enterprise Productivity Support
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Productivity Bundle packages multiple Technology Services into one service to streamline charge back and cost allocations. Included in the Productivity Bundle are the Features and Offerings listed to below.		
Features:		
<ul style="list-style-type: none"> • Card Access • Enterprise Access Services • Desktop Telephony 	<ul style="list-style-type: none"> • Hardware Support • Software Support • Security Awareness Training 	<ul style="list-style-type: none"> • Enterprise Application Support • Multi-Function Printer Access • Service Center/Service Desk Support
Customer Requirements: Client should be aware of the resources available to them and must comply with all safety and security requirements as well as County policies and procedures as related to each service in the bundle.		
Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Not applicable... see individual services for longest lead time deliverable.	
Cost: See Rate Sheet		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog

Service Definition

Service Name: Cartographic GIS Services		Category: Geographic Information Systems (GIS)
Service Acquisition Contact: Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us		
Service Description: <p>Cartographic services consist of design, construction, and production of maps and other cartographic products. This includes printing and delivery of hardcopy cartographic products based on target audience and media requirements. Hardcopy formats include single sheet maps, map series, map books, and other custom requests based on the needs of the user.</p> <p>These services also include cartographic design and production of digital maps. Such products may be accessed through Web-GIS applications, mobile-ready sites, and configurable online mapping templates. These can allow for data-collection and/or contribution by the user, as well as crowd-sourcing during large events and emergencies.</p> <p>The GIS Office is the entity that produces maps and mailing labels required for public noticing. GIS staff work closely with clients to ensure that they are provided with exactly what they need for any given request. This TSD service also extends to the public and non-county entities.</p>		
Features:		
<ul style="list-style-type: none"> • Consultation • Mapping • Web-GIS • Map Books 	<ul style="list-style-type: none"> • Custom Labeling & Branding • Special Event Mapping • Noticing & Vicinity Maps • Address Lists & Labels 	<ul style="list-style-type: none"> • Custom Mapping • Online Maps & GIS Applications • Mobile-Ready GIS Solutions • Cartographic Consultation
Customer Requirements: It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability. Customers should also be prepared to respond to questions and data/map proofs in a timely manner.		
Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.	
Cost: See Rate Sheet		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services including Public and Non-County entities.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: Spatial Analysis Services		Category: Geographic Information Systems (GIS)
Service Acquisition Contact: Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us		
Service Description: Spatial analysis services extract meaning from static data to provide a greater level of understanding of information within a spatial context. These services extend to using aerial photography and/or satellite imagery to extract quantitative and qualitative data for areas of interest. Analysis is then available for facilitating more informed decision-making, better understanding of issues, and improved reaction and response times.		
Features:		
<ul style="list-style-type: none"> • Consultation • Data Analysis • Imagery Analysis • Modeling 	<ul style="list-style-type: none"> • Network Analysis • Quantitative & Qualitative Analysis • Aerial Photography Interpretation • Color Infrared Interpretation 	<ul style="list-style-type: none"> • Multi-Spectral Analysis of Satellite Imagery • NDVI & Other Standard Index Modeling • Predictive Modeling • 3D Modeling
Customer Requirements: It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability. Customers should also be prepared to respond to questions and data/map proofs in a timely manner.		
Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.	
Cost: See Rate Sheet		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services including Public and Non-County entities.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Service Name: Spatial Data Services		Category: Geographic Information Systems (GIS)
Service Acquisition Contact: Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us		
Service Description: The core function of spatial data services is to provide access to geo-spatial data and tools to Douglas County's staff and citizens by hosting, maintaining, creating, and distributing data. This is done via analysis, digitization, and/or field collection. As the County's geo-spatial data repository, the GIS Office is regularly contacted by county and non-county entities for data distribution.		
Features:		
<ul style="list-style-type: none"> • Core Spatial Data • Custom Spatial Data • Data Sharing 	<ul style="list-style-type: none"> • Maintain Data Layers • Data Creation • Data Request Fulfillment 	<ul style="list-style-type: none"> • Data Research & Acquisition • GPS Support & Field Collection
Customer Requirements: It is the client's responsibility to be prepared to communicate their needs, wants, and time frame to the best of their ability. Customers should also be prepared to respond to questions and data/map proofs in a timely manner.		
Availability: Support is available 8:00 AM-5:00 PM, Monday-Friday	Delivery: Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.	
Cost: See Rate Sheet These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are allocated across department usages.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
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TSD Service Catalog **Service Definition**

Service Name: GIS Support Services		Category: Geographic Information Systems (GIS)
Service Acquisition Contact: Contact the GIS Service Desk at 775.782.9894 or support@douglasnv.us		
Service Description: Support services include a broad array of data management responsibilities such as maintaining the digital land-base for the County Assessor's Office, zoning and land use data for Community Development, utility data for Public Works, Spillman data in support of 911 dispatch, and data for hazard response services. Included is procuring and deploying of ArcGIS licenses, providing online tools and data, and data viewers that can be formatted to fit mobile and desktop devices.		
Features:		
<ul style="list-style-type: none"> • GIS Software Licensing • Geo-Spatial Training • ArcGIS Server • ArcGIS Online • ICS/NIMS Ready 	<ul style="list-style-type: none"> • ArcGIS Desktop User Support • ArcSDE Support • ArcGIS Server Management • REST Service Hosting • Specialized Operational Support 	<ul style="list-style-type: none"> • Special Projects • 911 Emergency Services Support • Emergency Management Support • Public Safety Response
Customer Requirements: For licensing, client must have demonstrated need for an install of ArcGIS Desktop and have the skills to leverage it. *For training, the client must have a specific area of need that training would address - both for Desktop GIS as well as the other resources made available by GIS.		
Availability: Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Requests will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.	
Cost: See Rate Sheet These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are allocated across department usages.		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



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 1616 8th St., Minden, NV 89423
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TSD Service Catalog

Service Definition

Service Name: Broadband Services		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Douglas County provides network connectivity and Internet access between County managed facilities.		
Features: <ul style="list-style-type: none"> • Analysis & Quotes for fiber connectivity • Monitoring of throughput • Negotiated Contracts 		
Customer Requirements: <p>It is the client's responsibility to adhere to the County's Acceptable Use policy.</p> <p>To acquire separate public broadband and internet services a business case should be made for the need of the service.</p>		
Availability: 24/7/365 once service is established.	Delivery: <p>New service delivery is dependent on specific requirements of the client and can involve construction vendors.</p> <p>Restore service is in accordance with Standard Service level agreements for Core Technology Services</p>	
Cost: Contact the Service Desk for a quote on new service buildout.		
*included in productivity bundle		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
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TSD Service Catalog

Service Definition

Service Name: Application Hosting		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Managed Application Hosting within the County's Data Center, including the hosting infrastructure, management of resources, and supporting the application.		
Features:		
<ul style="list-style-type: none"> • Software installation services & documentation • Deployment of technical environment per vendor specifications • Continual fine-tuning of the application to assure optimum performance 	<ul style="list-style-type: none"> • Proactive monitoring for technical issue identification and resolution • Applying scheduled patches, fixes and updates • Internal Access to Hosted Solutions • Password Integration • Browser-Based GUI Access 	
Customer Requirements:		
It is the client's responsibility to present request for new applications through the County's Technology Governance process.		
It is the client's responsibility to budget for any licensing and resources required to host the new application.		
Availability:	Delivery:	
24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Hosting delivery is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services	
Cost: See Rate Sheet		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog

Service Definition

Service Name: Managed Server Hosting		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Leverage virtualized and/or physical servers to meet client needs.		
Features:		
<ul style="list-style-type: none"> • Secure location • Back-up power • Security patching 	<ul style="list-style-type: none"> • Cabling • Environmental controls • Server access for solutions 	<ul style="list-style-type: none"> • Security protocols • Bandwidth allocation
Customer Requirements: It is the client's responsibility to present request for new managed server hosting through the County's Technology Governance process.		
Availability: 24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: Server hosting is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services	
Cost: Contact the Service Desk for a price quote.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Service Name: Database Hosting		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: The Technology Services Department provides a SQL Server environment that hosts multiple databases for application support.		
Features:		
<ul style="list-style-type: none"> • Environmental Support • Database Roles • Granular Database Security 	<ul style="list-style-type: none"> • Backup & Recovery Services • SQL Server Environment • Access MDB Migration 	<ul style="list-style-type: none"> • ODBC Access if Required • Database Support • Backup & restore services
Customer Requirements: It is the client's responsibility to present justifications for new databases and work with Technology Services to stand up the can.		
Availability: 24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: Database hosting is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services	
Cost: See Rate Sheet		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog

Service Definition

Service Name: Security Awareness Training		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Making resources, current information, and industry standard practices available to County departments and staff in order to elevate awareness of threats and their counter-measures.		
Features:		
<ul style="list-style-type: none"> • Classroom Instruction • Emerging Threats & Avoidance • Workshops 	<ul style="list-style-type: none"> • Informational Materials • Issue Post-Mortems • Threat Education 	<ul style="list-style-type: none"> • Formal Training • Notifications • Knowledge-Based Articles
Customer Requirements: It is the manager's responsibility to ensure that all staff are allotted time to attend security awareness training. It is the client's responsibility to ensure that all cyber security trainings are attended and must adhere to any instructions and guidelines.		
Availability: Training is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Security training will occur on the published schedule Client specific security training will be responded to within 24 hours. Services are dependent on specific requirements and will be assessed for delivery goals with the client on a case by case basis.	
Cost: Cost is included in Productivity Bundle		
Customers Serviced: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog **Service Definition**

Service Name: LAN/WAN Services		Category: Infrastructure Services
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Local Area Networks (LAN) and Wide Area Networks (WAN) provide data connectivity to County facilities and offices. TSD provides consulting services to ensure that departments are utilizing best practices in network security as well as ensuring appropriate network usage in general. General advice, recommendations, and best practices for maintaining a safe network environment.		
Features:		
<ul style="list-style-type: none"> • Switch configurations • IP Management • Security and Roles • Configuration Management • Internet Usage Reports • Phishing Traces • Workflow Assessments • Known Threat Alerts 	<ul style="list-style-type: none"> • Best Practice Recommendations • Security Policy Consultation • Access to WAN/LAN • Support of Supporting Architecture • Security Measures • Attached Hardware Set-up • Threat Block Reporting 	<ul style="list-style-type: none"> • Suspicious e-mail investigation • Best Practice Compliance Review • Malicious E-mail tracking • Instruction in Best Practice Compliance
Customer Requirements: It is the client's responsibility to present request for new LAN/WAN services through the County's Technology Governance process.		
Availability: 24/7/365 once service is established. TSD will work to provide an availability of 99.5%, excluding scheduled outages and maintenance windows.	Delivery: LAN/WAN is dependent on specific requirements of the client and can involve technology vendors. Delivery timeframes are project specific. Restore service is in accordance with Standard Service level agreements for Core Technology Services	
Cost: Contact the Service Desk for a quote on new service buildout.		
*included in productivity bundle		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog

Service Definition

Service Name: Networked Printers		Category: Print Management
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Approved network printers are assigned via the County's print server. This allows for remote tracking of printers and their usage, and includes service and maintenance contracts for print services. This service allows the County to manage printer costs and provides robust printer features.		
Features:		
<ul style="list-style-type: none"> • Installation of network printers on Print Server • Network printer access • Covered service by contractors • Ink & Toner under contract 		<ul style="list-style-type: none"> • High Speed Laser Jet Printers • Metered Print Counts • Service Reps Under Contract • Automatic Toner Delivery
Customer Requirements: Customers must select printers from the approved standards in order for printers to be attached to networks and/or computers. Only printers on the standards list will be supported by TSD.		
Availability: Printers are available 24/7/365 once service is established. Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: (time customer can expect for service to be provisioned): New printer additions to the network require a three (3) week notification. Requests to remove or modify an existing printer on the network will be processed within 3-5 days. Restore service in accordance with TSD's severity levels, policies, and procedures.	
Cost: See standard printer cost list for purchases and leasing printers - Support costs are included with the Service Desk.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



Douglas County Technology Services Department
 1616 8th St., Minden, NV 89423
 Phone (775) 782-9851 Fax: (775) 782-9856

TSD Service Catalog

Service Definition

Service Name: Multi-Function Printers (MFPs)		Category: Print Management
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Facilitate the sharing of large multi-function printers, copiers, and scanners centrally located in departments. These large units are under third-party contracts for service and maintenance.		
Features:		
<ul style="list-style-type: none"> • Printer access • Copier access • Scanner access 	<ul style="list-style-type: none"> • Ancillary functions • Device address book 	<ul style="list-style-type: none"> • Scan to file functionality • Multiple paper sizes
Customer Requirements:		
Availability: MFPs are available 24/7/365 once service is established. Support is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: New MFP acquisitions require a four (4) week notification. Requests to remove or modify an existing printer on the network will be processed within 3-5 days. Restore service in accordance with TSD’s severity levels, policies, and procedures.	
Cost: See standard MFP cost list for purchases and leasing – Network support costs are included with the Service Desk.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services.		



TSD Service Catalog **Service Definition**

Service Name: Large Format Printing		Category: Print Management
Service Acquisition Contact: Contact the Service Desk at 775.782.9851 or support@douglasnv.us		
Service Description: Production of hardcopy prints at a all common sizes and on all common media. Special requests will be fielded, but must be pre-approved. Large quantities may require client to provide media and replacement ink.		
Features:		
<ul style="list-style-type: none"> • Formatting for large format printing • Bond or photo paper plots • Special media (must be pre-approved & client must provide) • Quick-drying Ink for photo paper prints • Print Sizes up to 60" W • Protective Sleeves for Rolled Prints 		
Customer Requirements: Client must know specific size and media requirements. If special media is requested, client may be required to provide it. If a high volume of copies are requested, client may be required to supply media and possibly ink replacements.		
Availability: Service is available 8:00 AM–5:00 PM, Monday–Friday	Delivery: Large Format Printing delivery is dependent on specific requirements of the client. Requests should be made five (5) days in advance.	
Cost: Cost is dependent on job requirements. Contact the Service Desk for a quote.		
Customers Served: County employees including Towns, Contractors and/or Volunteers and entities under contracted services including Public and Non-County entities.		



Standard Service level agreements for Core Technology Services

Low – This is for planned requests, informational requests, enhancements, documentation, and clarification of components. The result does not impede the operations of a system. The requester will receive a response from the assigned TSD team member within 3-5 business days.

Medium – A minor loss of service. The impact is an inconvenience, a workaround is available. The requestor will receive a response from the assigned TSD team member within 2 business days of TSD receiving the request via the Service Desk.

High – Impact; a severe loss of service. Important features of a system are unavailable with no acceptable workaround, however operations can continue in a restricted fashion. The requestor will receive a response from the assigned TSD team member within 4 hours of TSD receiving notification.

Urgent – A production system has stopped or is severely impacted that you cannot reasonably continue to work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. Characteristics of an Urgent request are:

- Data corruption
- Hardware failure with no built in redundancy
- Critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, or crashes repeat after restarts
- Affects multiple users customers

TSD will respond within one hour from notification. TSD will work until the issue is resolved. Business and application support must be immediately available for the duration of the outage. In some cases, CTO approval may be necessary in order to obtain a priority of this nature.

Service Desk tickets will be used to track all requests and trouble tickets. Urgent & High tickets will be updated on a daily basis and Medium & Low on a weekly basis.

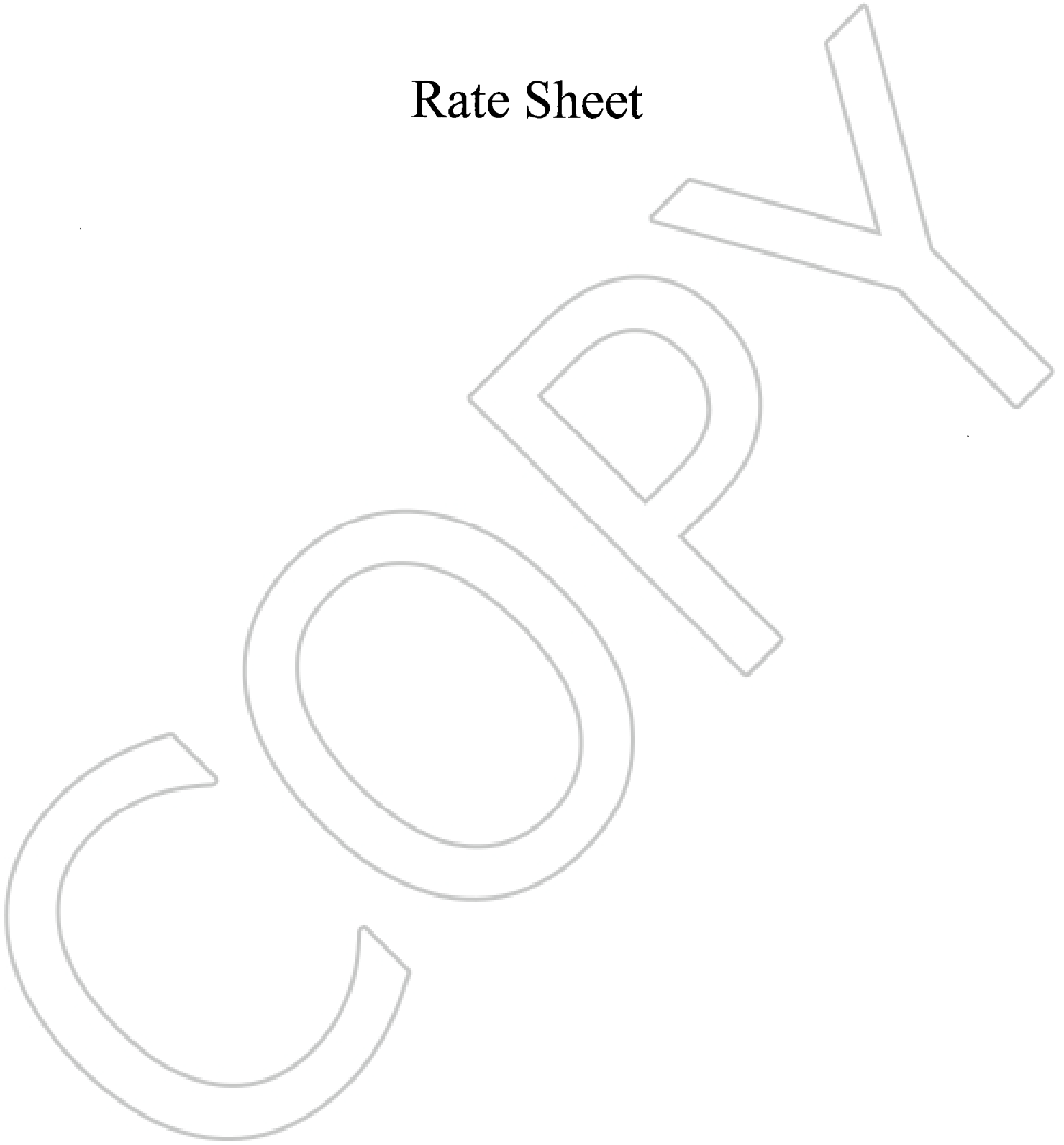
Environment Priority Levels for monitoring:

- Level 1: Non-Production/Test/Dev – Support staff is informed through change management
- Level 2: Production - Weekday Business Hours - Alerts and/or follow-up phone calls during normal business hours, 7:30am - 5:30pm.
- Level 3: 24x7 Production Critical - Alerts and phone calls **anytime** service goes down, day or night, including weekends.

Escalation of requests: If the published SLA is not met, the issues can be escalated to the next priority level or a call made to the Chief Technology Officer.

Exhibit B

Rate Sheet



East Fork Fire Protection District
FY19

Accounts and Access Services	Card Access	These costs are associated with maintaining the card reading system on doors and gates which controls access to building and secure areas. Costs are charged based on the number of doors by Department and Fund requiring Key Card Access devices. Individual access cards are charged by number of cards issued by Department and Fund. *Included in Productivity Bundle	\$40.00 per Card / per year	n/a	See Bundled Price
Accounts and Access Services	Network/Application User Accounts	These costs are associated with administering Enterprise Access accounts which provides individuals or group accounts with authentication mechanism for access (and limited access) to file shares, application, and other County Resources. Costs are based on a Full Time Equivalent (FTE) count by Department. *Included in Productivity Bundle	\$128.00 per FTE / per year	n/a	See Bundled Price
Accounts and Access Services	Remote Access	These costs are associated with providing employee remote access to the County's network. Costs are charged based on the number of remote access users by Department and Fund.	22.50 per Account / per month	15	\$ 4,050.00
Communications & Collaboration	Public Safety Radio	Radio User Fees are set by the Emergency Operation Committee	\$288.00 annually, per device connected to the	n/a	Paid Through User Fees
Communications & Collaboration	Telephone	These costs are associated with maintaining telephone system and includes, voicemail, caller ID, call transfer and call forwarding, auto-attendant menus, hunt group and conferencing. These costs are allocated based on the number of extensions by Department and Fund. *Included in Productivity Bundle	\$44.50 per month (does not include handset charges)	n/a	See Bundled Price
Communications & Collaboration	Cellular Devices	These costs are associated with administering cellular/data services including negotiating contracts and replacement and repair of end-users County-issued devices. Costs are charged based on the number of cellular devices issued to the Department.	\$ 9.00 per month (excludes purchase of device and data plan – contact TSD for models and prices)	38	\$ 4,104.00
Communications & Collaboration	Audio/Visual & Meeting Services	These costs are associated with providing all aspects of Audio/Video needs for use in conference and meeting rooms, training rooms and special meeting participation events. Costs are charged based on the number of requested hours from a Department.	General support \$31.50 per hour Specific costs for project work will be determined	n/a	Call for Quote

East Fork Fire Protection District
FY19

Communications & Collaboration	Email and Calendars	These costs are associated with administering the County's Microsoft platform for the email and calendaring tool for desktop, tablet, and phone. Costs are charged based on the number of email accounts assigned to a Department. *Included in Productivity Bundle	\$14.25 per month / per email address	n/a	See Bundled Price
Communications & Collaboration	File Sharing and Storage	These costs are associated with the file storage services used by the County network file system to provide access to centralized share files. Costs are allocated based on byte used by a Department.	\$0.16 per gigabyte / per month	4811	\$ 7,697.60
Communications & Collaboration	Extranet	Costs are allocated based on a Full Time Equivalent (FTE) count by Department.	\$38.00 per year	73	\$ 2,774.00
Enterprise Productivity Support	Hardware Support	New hardware purchases and leases occur in July and January each fiscal year. Requests outside the standard delivery schedule require 30 days' notice. Restore service is in accordance with Standard Service level agreements for Core Technology Services *Included in Productivity Bundle	See specific costs for hardware Support provided under Service Desk charges	n/a	See Bundled Price
Enterprise Productivity Support	Software and Applications	These costs are associated with the annual software licensing expenditures and providing support of common software applications including Desktop Operating System, Microsoft Office Suite, Adobe Pro and Reader. Costs are charged based on the number of workstations or mobile data computers by Department or Funds. Annual licensing expenditures for specific server-based software applications are allocated directly to the Department or Fund with exclusive use of the application. *Included in Productivity Bundle	\$18.00 per workstation per month	n/a	See Bundled Price
Enterprise Productivity Support	Service Center	Costs are allocated based on a Full Time Equivalent (FTE) count by Department.	\$60.00 per month	24	\$ 17,280.00

East Fork Fire Protection District
FY19

<p>Enterprise Productivity Support</p>	<p>Productivity Bundle</p>	<p>The Productivity Bundle packages multiple Technology Services into one service to streamline charge back and cost allocations. Included in the Productivity Bundle are:</p> <ul style="list-style-type: none"> • Card Access • Enterprise Access Services • Desktop Telephony (Excluded for EFPD) • Hardware Support • Software Support • Security Awareness Training • Enterprise Application Support • Multi-Function Printer Access • Service Center/Service Desk Support 	<p>\$97.01 per month</p>	<p>49</p>	<p>\$ 57,041.88</p>
<p>Geographic Information Systems (GIS)</p>	<p>Cartographic GIS Services</p>	<p>Charges are based on project specific requirements. Contact GIS for quote.</p>	<p>\$60.00 per hour</p>	<p>n/a</p>	<p>Call for Quote</p>
<p>Geographic Information Systems (GIS)</p>	<p>Spatial Analysis Services</p>	<p>Charges are based on project specific requirements. Contact GIS for quote.</p>	<p>\$60.00 per hour</p>	<p>n/a</p>	<p>Call for Quote</p>
<p>Geographic Information Systems (GIS)</p>	<p>Spatial Data Services</p>	<p>These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are shared across department usages.</p>	<p>\$60.00 per hour</p>	<p>n/a</p>	<p>Only using hourly GIS support, if needed</p>
<p>Geographic Information Systems (GIS)</p>	<p>GIS Support Services</p>	<p>These costs are associated with data maintenance, application hosting, and other underpinning GIS services that are made available to all County staff. Costs are shared across department usages.</p>	<p>\$60.00 per hour</p>	<p>n/a</p>	<p>Only using hourly GIS support, if needed</p>
<p>Infrastructure Services</p>	<p>Broadband Services</p>	<p>New service delivery is dependent on specific requirements of the client and can involve construction vendors. *Included in Productivity Bundle</p>	<p>\$51.00 per month</p>	<p>n/a</p>	<p>See Bundled Price</p>
<p>Infrastructure Services</p>	<p>Application Hosting</p>	<p>Managed Application Hosting within the County's Data Center, including the hosting infrastructure, management of resources, and supporting the application. FireRMS, ePCR Tablet, RescueNet Billing (IQS and Manager+) are not being charged an app hosting fee as they are being hosted in a shared VM)</p>	<p>\$485.00</p>	<p>3</p>	<p>\$ 17,460.00</p>
<p>Infrastructure Services</p>	<p>Managed Server Hosting</p>	<p>Leverage virtualized and/or physical servers to meet client needs.</p>	<p>Contact the Service Desk for a price quote.</p>	<p>n/a</p>	<p>Call for Quote</p>

East Fork Fire Protection District
FY19

Infrastructure Services	Database Hosting	The Technology Services Department provides a SQL Server environment that hosts multiple databases for application support.	\$222.00 per month	1	\$ 2,664.00
Infrastructure Services	Security Awareness Training	Making resources, current information, and industry standard practices available to County departments and staff in order to elevate awareness of threats and their counter-measures. *Included in Productivity Bundle	Cost is included in Productivity Bundle	n/a	See Bundled Price
Infrastructure Services	LAN/WAN Services	Local Area Networks (LAN) and Wide Area Networks (WAN) provide data connectivity to County facilities and offices. *Included in Productivity Bundle	Contact the Service Desk for a quote on new service buildout.	n/a	See Bundled Price
Printer Management	Network Printer Support	Approved network printers are assigned via the County's print server. This allows for remote tracking of printers and their usage, and includes service and maintenance contracts for print services. This service allows the County to manage printer costs and provides robust printer features.	See standard printer cost list for purchases and leasing printers - Support costs are included with the Service Desk.	n/a	See Service Desk Charge
Printer Management	Multi-Function Printer (MFP) Support	Facilitate the sharing of large multi-function printers, copiers, and scanners centrally located in departments. These large units are under third-party contracts for service and maintenance.	See standard MFP cost list for purchases and leasing - Network support costs are included with the Service Desk.	n/a	See Service Desk Charge
Printer Management	Large Format Printing	Production of hardcopy prints at a all common sizes and on all common media. Special requests will be fielded, but must be pre-approved. Large quantities may require client to provide media and replacement ink.	Cost is dependent on job requirements. Contact the Service Desk for a quote.	n/a	Call for Quote

COPY

Douglas County

State of Nevada

CERTIFIED COPY

I certify that the document to which this certificate is attached is a full and correct copy of the original record on file in the Clerk-Treasurer's Office on this

15th day of May, 2018

By [Signature] Deputy