

City of Oregon City

Information Technology Analysis and Support Services

Scope of Work – Exhibit A

Services included under the terms of this contract are as follows. **Part 1** summarizes the services to be performed as requested in the RFP: IT Network Analysis and Continued Support Services. **Part 2** addresses the selected Option B of remote and onsite services, as outlined in the RFP Response. Detail about approach and methodology is also contained in the Summary of Support Services and Project Methodology (Section 5 of RFP Proposal response).

Part 1: Services to be performed

IT Network Analysis

- Compile/update inventory of all information technology related assets
- Assess system architecture (network, LAN, WLAN, wireless) and update Network diagrams
- Assess current processes using these criteria: reliability, scalability, manageability, efficiency, remote accessibility, and security; and provide a plan for addressing any issues discovered.
- Make recommendations for improved, city-wide, IT system performance. Specifically:
 - Network and user usage optimization
 - Implementation of a virtualized environment
 - Server support and monitoring

Continued Support Services

The Contractor will work with City IT staff to provide the following services to the City of Oregon City:

Desktop Applications Support - Performs basic support functions including:

- Install workstation, server, laptop, printer drivers, and enterprise database software
- Diagnose and correcting desktop application problems
- Configure laptops and desktops for standard applications
- Identify/correct end user hardware problems
- Perform advanced troubleshooting
- Maintain an up-to-date inventory of all computer related hardware and make available to City personnel upon request
- Assist designated City personnel with software and hardware purchases
- Assist in development of software/hardware policies and procedures

Server Administration Services - Manages computer systems and networks including:

- Manage complex application, database, messaging, web and other servers, and associated hardware
- Monitor software, communications, operating systems necessary for the quality,

- security, performance, availability, recoverability, and reliability of the system
- Ensure scheduled preventive maintenance for equipment is properly and promptly performed and maintain records to City specifications
- Develop operation, administrative, and quality assurance back-up plans and procedural documentation
- Active server and MS Exchange administration
- Provide server performance and capacity management services with reporting when specified thresholds are reached
- Manage virtualized environment when implemented
- Configuration management, including changes, upgrades, patches, etc.
- SQL database administration to support specified departmental applications including upgrades, patches, etc.
- Coordinate repair and maintenance work with contracted service and ensure repairs are conducted in a timely fashion

Network Administration Services – Scope of activity includes all City network equipment including, but not limited to, switches, firewalls, routers, and other security devices.

- Primary installation and maintenance of printers, network copiers/scanners, etc.
- Primary maintenance including regular analysis, routine configuration changes, and installation of patches and upgrades
- Alert notifications to designated City personnel in the event of failure
- Complete proactive monitoring of network equipment including bandwidth utilization, and other performance indicators, with reporting when specified thresholds are reached
- Network performance and capacity management services, and network troubleshooting
- Maintain network documentation and procedures

Security –

- Maintenance of virus detection programs on City servers, email and all other City computers and laptops
- Perform security audits as requested and notify City personnel immediately of suspected breaches of security or intrusion detection
- Configure City system to enable remote access in a secure environment and provide VPN administration as requested by designated City personnel
- Oversee public safety security connections for use with outside agencies. Our Police currently connect using CCom, Classweb, and Forcecom

Strategic Planning –

- Engineering, planning, and design services for major system enhancements including installations and upgrades of new or existing systems. Examples include major server upgrades, virtualization and storage system upgrades, and redesign of backup systems
- Provide technical leadership for server technology issues
- Make recommendations for future purchasing and technology needs.
- Design, install, upgrade and configuration of servers, routers, switches, and network software.

Part 2: Summary of Support Services and Project Methodology

Polar Systems - Managed IT Support Proposal Summary

The purpose of this proposal summary is to provide to the City of Oregon City both remote and onsite support and services. PolarStar Managed IT Support includes unlimited remote and onsite support as it relates to triage and problem resolution for the IT environment in scope for ongoing management.



SERVICES SUMMARY

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Qty	Description
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PolarStar Network Services

	<u>Services:</u>	<u>INCLUDED</u>	<u>EXCEPTIONS</u>
24	Server Management	Y - 24 servers	
	Asset Auditing/Inventory	Y	
	Monitoring/Alerting	Y	
	Patch and Maintenance Event	Y	
	Backup Management	Y	
	Anti-Virus Management	Y	
	OS Management	Y	
	E-Mail Management	Y	
	Anti-Spam Management	Y	
	DNS Hosting	Y	
	Network Device Management	Y	
	UPS Management	Y	
200	Desktop/Laptop Management	Y - 200 workstations	
		NOTE: Additional workstations will be \$ 10 per month extra	
	Mobile Device Management	Y	
	Printers and Other Device Management	Y	
	Vendor Relationship Management	Y	
	Quarterly Consultation	Y	
	Reporting	Y	
	Guaranteed Response Time	1 Hour	30 Min for High Severity
	Additional Network Services	Y	
	Scheduled On-site Support	Y - As detailed below	
	Reduced Hourly Labor Rates for the contract period	10%	

Polar Systems understands how critical onsite support is to the success of City of Oregon City IT, and how important it will continue to be in the transition a more proactive, strategic state. As such, we have provided a support option that includes onsite support in numerous capacities. Twenty (20) hours of onsite support will be provided per week. This would typically include the day-to-day tasks associated with supporting the City's user-base, as well as network documentation, and ongoing management activities. These twenty hours are in ADDITION to any onsite support required within PolarStar Managed IT Support. We will also include eight (8) hours per month of vCIO services. vCIO services would typically include project management, stakeholder representation, vendor & technology assessment & management, IT roadmap and strategic consulting, budgetary development, staff development, and more. Polar Systems vCIO services are designed with the flexibility needed to support the unique needs of your organization. As a part of the onboarding process, a plan would be developed to reach mutual agreement of the best use of vCIO resources in support of the City of Oregon City. This support model was built based upon Polar's understanding of the City's onsite requirements and diverse user-base.

Includes:

- 1) PolarStar Managed IT Support Service as detailed above
- 2) City-wide IT Site Assessment
- 3) *Twenty (20) hours per week of dedicated Onsite Support
- 4) Eight (8) hours per month of vCIO services, for two years