



## **COMPUTER & IT SERVICES REQUEST FOR PROPOSALS ATTACHMENT A SCOPE OF WORK**

Background: The Transportation Agency's current computer hardware consists of:

- One server running Windows Small Business Server 2008;
- Eighteen Lenovo ThinkStation computers running Windows 7 Professional;
- One Samsung SmartBoard running Windows 7 Professional;
- Two laptops, which are shared amongst the staff, running Windows 7 Professional;
- Two networked printers; and
- Three wireless access points.

The Transportation Agency currently has an Office 365 subscription, which includes email service and licenses for the Microsoft Office applications. In addition, the network shared drive on the server is synchronized with Microsoft SharePoint for backup and remote file access. Staff also has remote access to their workstations through a Virtual Private Network and Microsoft Remote Desktop Connection.

The Transportation Agency's phone system is monitored and maintained by The Maynard Group. The selected consultant will be expected to coordinate with them to resolve any network related issues affecting the phone service.

### Required Services:

1. **Staff Technology Support:** The consultant's help center and engineering support team will be available to assist all TAMC employees with server, workstation, network, and mobile device support Monday through Friday 6:00 AM - 6:00 PM. If an issue cannot be resolved remotely a senior engineer will be dispatched onsite.
2. **Network Monitoring and Management:** The consultant's help center technicians will monitor the health and welfare of all manageable network workstations and devices using a Network Monitoring and Management device. The networked workstations and devices will be configured to send alerts to the help center in case of significant problems. Help center technicians will monitor the devices daily, responding automatically to any alerts and resolving those issues remotely, if possible. If onsite service is required, TAMC will be contacted to authorize the onsite work.
3. **Server Platform Monitoring:** The consultant's technicians will monitor the health and welfare of the server or servers using the network monitoring and management appliance. The network monitoring and management appliance will alert the consultant(s) to any significant problem that arises on the servers and they will respond during normal working hours of 7:30

AM to 5:30 PM, Monday through Friday, excluding published holidays. In addition to responding to alerts generated by the network monitoring and management appliance, the Transportation Agency may contact the consultant(s) at any time for server-side assistance. Consultant's technicians will monitor the servers daily, responding automatically to any server alerts and resolving those issues remotely, if possible. If onsite service is required, TAMC will be contacted to authorize the onsite work.

4. **Business Continuity Server Backup:** The consultant will maintain a software and hardware solution to allow real-time, image backup of each server so that in case of a catastrophic hardware failure that incapacitates the server for any length of time, the consultant can restore the server without data loss. The consultant will also ensure that the cloud-based backup system (SharePoint) works as intended. If problems arise, they will be resolved remotely. If onsite service is required, TAMC will be contacted to authorize the onsite work.
5. **User Management:** At the direction of TAMC, the consultant will add, edit, or delete users, manage user access to server resources, and monitor user data on the servers.
6. **Server-based Email Management:** The consultant will manage and monitor the health of cloud-based email system (Office 365), as well as adding, editing, or deleting users, managing organization-wide email lists and user quotas.
7. **Routine Maintenance:** The consultant will conduct server-side routine maintenance, such as deleting temporary files, defragmentation and managing file locations is included.
8. **Patch Management:** The consultant will manage the installation of required operating system patches on the servers and workstations, ensuring vital security updates and performance-enhancing upgrades are installed as they are made available.
9. **Application Management:** Any applications installed on the server will be managed remotely by the consultant.
10. **Virus/Spyware/Spam Management:** The consultant shall provide antivirus software that runs on the server and all workstations, which will be managed remotely by the consultant.
11. **Disaster Prevention and Disaster Recovery:** The consultant will use industry "best practices" to implement disaster prevention systems to ensure optimal performance of the server or servers. In case of a disaster such as disk failure or virus outbreak, consultant will provide disaster recovery assistance.
12. **Monthly Reporting:** TAMC will receive detailed monthly reports detailing all the work done by consultant's technicians and engineers.
13. **Custom Client Portal:** TAMC will have access to an online portal customized to allow access to service information and to check the status of ongoing issues.
14. **Annual IT Evaluation:** After the contract is in effect, once a year on the anniversary of the contract or on a mutually agreeable date, consultant will review the IT infrastructure, conduct

targeted interviews and create a detailed annual report for TAMC on the status of the existing technology environment and recommend future enhancements.

15. Response Time: During normal business hours, incoming calls to the consultant hotline will be answered at that time or a return call placed within 30 minutes if a message is left. Consultant will guarantee a response to all critical alerts within two (2) hours of notification and to client requests within one (1) hour of initial contact. Onsite response is assured next business day, when necessary.
16. Mobile Device Management and Setup: Consultant will setup mobile devices to work on the TAMC network for receipt and delivery of email, calendar, and contacts, as well as remote connections to user workstations from their mobile devices.
17. Wireless Network Management: Consultant will setup, maintain, and keep secure TAMC's wireless (wifi) network and solve problems related to connectivity and wireless internet coverage.
18. Virtual Private Network Management: Consultant will setup, maintain, and keep secure TAMC's Virtual Private Network (VPN) and solve problems related to connectivity and remote desktop connection.
19. Third-Party Vendor Management: The consultant will collaborate with and manage other technology and software providers to ensure TAMC is being provided the best service possible. The consultant service team will work with these providers to resolve any network problems.

Optional Services:

1. Workstation 5-Year Lease Program: The consultant will lease workstations to the Transportation Agency, with monthly payments over a five-year period. The consultant will be responsible for maintenance of the hardware and software. The following hardware, with extended warranties for each covering the entire five-year lease program, would be required:
  - a. One workstation capable of running Auto-CAD, with Windows 10;
  - b. Seventeen workstations capable of running standard Microsoft Office, Esri ArcGIS, and Adobe design (e.g. Photoshop and Illustrator) applications, with Windows 10; and
  - c. Two laptops capable of running standard Microsoft Office applications, with Windows 10.
2. Server Migration to Cloud-Based Microsoft Azure / SharePoint: The consultant will migrate the Transportation Agency's current on-site server to a Microsoft Azure virtual machine, with print server capabilities. This will include staff log-in via Active Directory and direct access to shared files in SharePoint through Windows Explorer on the workstation. Consultant will be required to plan the migration, set up and test, schedule a time in coordination with the Transportation Agency to conduct the change-over from the on-site server to the new Azure cloud-based server, and provide staff training.