

TAB 9

POINT PAPER

IT Managed Services

Problem: The City needs to select a vendor to provide managed care services for our computer servers and employee PC's for the fiscal year ending September 30, 2010.

Background:

During the budget process a decision was made to outsource IT technical services. IT managed services is a concept whereby monitoring software is placed on servers and individual PCs to proactively monitor the network and individual PCs. If a server or PC was to have problems, the software will notify IT personnel in advance and the problem can be fixed remotely utilizing the software on the machine. The software also coordinates critical updates automatically such as virus protection, software updates, etc. This saves time and money as the technician can take control of the machine remotely and does not have to physically be on-site. Many companies are moving to this concept. Last year the City of Palmetto implemented this managed care model for our servers. We would now like to expand the service to include servers and our employee PCs. The FY 2010 budget includes \$24,000 per year for managed care services (both servers and PCs). As a result, we would like to continue the service for all of our servers and as many PCs as possible subject to our budget constraint. The managed care service for the servers would begin immediately and the PCs would be phased in based on the time needed to deploy the software. This service can be terminated at any time with 30 days notice. Staff anticipates trying the service during the FY 2010 and we will reevaluate the effectiveness at the end of FY 2010. Based on the results we have seen with our servers, we expect to see similar benefits at the PC level. If successful, this service will be budgeted for each year as part of the annual budget process.

In accordance with the purchasing policy, staff obtained 3 quotes for the managed care service (see attachments). There was a fairly wide range of options depending on the level of service. Staff compared three of the quotes that were closest in terms of service levels. Even after narrowing the service level options, the price per month was quite different for each company. The PCM Networking (Platinum Service) at \$4,455/mo. versus Bayshore Technologies (Option #5) at \$12,647/mo. versus BI/IT consulting at \$2,500/mo. Based on the information obtained and discussions with each vendor, staff proposes using BI/IT consulting for managed care services. The total amount of this year will not exceed the budget of \$24,000 for the year.

Alternatives:

1. Motion to approve and authorize the mayor to sign the IT managed care contract with BI/IT Consulting, a division of Hide-Away Storage Services for FY2010 in an amount not to exceed \$24,000.
2. Do not approve the BI/IT Consulting, a division of Hide-Away Storage Services, Inc. managed care contract.

Recommendation:

Alternative #1

Budget Impact:

\$24,000 (18,000 for servers and \$6,000 for PCs) has been budgeted in IT's cost center to cover costs associated with contract services.



Services Overview

PCM Networking is pleased to present **PCMnetManage™ IT Support**, our Managed Services offering. We have developed a service and pricing approach that makes it practical for small to medium sized businesses to obtain Enterprise Level Monitoring and Maintenance for their entire IT infrastructure. Every business today relies on their computing systems to help them with running their business; it's a vital part of most businesses today. The systems and infrastructure for a networked computing environment are complex and require a certain level of attention on a daily basis to ensure that they are running at their peak performance and are secure and reliable.

PCMnetManage™ IT Support provides proactive systems maintenance by highly trained and certified engineers that helps organizations maximize the efficiency of their hardware, applications and networks. We help you take advantage of the under-utilized features and functions in your systems which can make your infrastructure even more efficient. Faster systems mean more effective employees...which leads to higher overall corporate value.

Benefits

PCM netManage™ IT Support Services are designed to provide you the following benefits:

- Increased productivity:
 - Decrease in costly downtime
 - Improved network performance
- Increased confidence in network infrastructure:
 - Proactive** approach to network stability and security
 - Automated inventory/resource management
 - Secure connection to IT service provider
- Improved communication with IT service provider:
 - More productive and informed interaction
 - Real-time expert system problem detection and correction
 - Reliable problem monitoring and reporting
 - Visibility for collaborative problem solving

Services Included

Please see Appendix A which provides a description of services included in **PCMnetManage™ IT Support** Plans. These services insure that we are servicing your needs proactively, improving your network performance, and providing a secure and stable network environment.



PCMnetManage™ IT Support

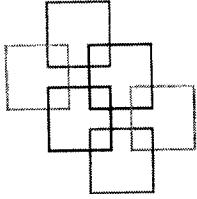
Appendix A (cont.)

Covered Hardware/Software:

PCMnetManage™ IT					
Platinum Level					
	No. of Devices	Installation Fee	1 Year	2 Year	3 Year
Server	1				
Additional Server	8				
Workstation	100				
Network - Per Site	4				
Exchange or MSSQL Server	2				
Backup Management	1				
Anti-Virus, Spam, Spyware	1				
3rd Party Application	0				
Citrix Users	0				
On-Site Hours Included	0				
Initial install fee of first month fee		\$ 4,455.00	waived	waived	waived
Discount			0%	5%	10%
Monthly Fee			\$ 4,455.00	\$ 4,232.25	\$ 4,009.50

Standard Labor Rates:

Standard Labor Rates Apply for Additional Onsite Labor and Project Labor	
	Rate
Onsite Labor 8am-6pm	100
After Hours Support /Weekend	1.5 x Onsite Rate
Holiday	2 x Onsite Rate
Trip Fee per Visit	waived



bayshore

TECHNOLOGIES

Misc Block Hours, ProCare and Managed Services Options

November 6, 2009

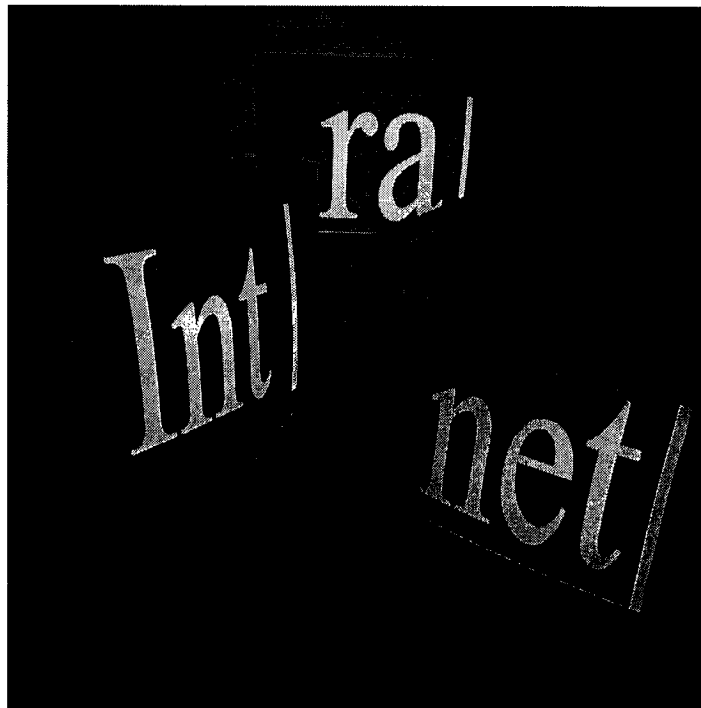
- Review Server logs
- Review AV logs
- Review Backup logs
- Security Patches and Software Updates applied as required
- Collected issue resolution if time permits
- Access to Bayshore Helpdesk during normal business hours Mon-Fri 8:00am – 5:00pm
- Priority remote and on-site support
- 15% discount on all Bayshore services rates project based work



Option #5 – Server/Workstation Managed Service Agreement

Monthly Recurring Cost: \$12,647.50

- Unlimited remote and onsite reactive support of Server, Network, and Workstation Infrastructure during normal business hours.
- 7x24 monitoring of Server & Network monitoring with business hours problem resolution.
- Four (5) hour on-site visits per month to perform pro-active maintenance on the servers
- Preventative Server/Workstation Maintenances
 - Review Server logs
 - Review AV logs
 - Review Backup logs
 - Security Patches and Software Updates applied as required
 - Collected issue resolution if time permits
- Access to Bayshore Helpdesk during normal business hours Mon-Fri 8:00am – 5:00pm
- Priority remote and on-site support
- 15% discount on all Bayshore services rates for project based work



November 2009

City of Palmetto

This report contains a summary of the Managed Care For Servers and PC's Back-up & Disaster Recovery for the City of Palmetto.

BI/IT Consulting Services

A division of Hide-Away Storage Services, Inc.

*NOTES
For information
purpose only*

The City of Palmetto requests Hide-Away BI/IT Consulting to perform the following:

Managed Care For: Back-up, monitoring, disaster recovery and managed care for Servers & PC's

Fees: Servers \$1,500 per month; plus, PC's at \$10 per pc per month.

*Assumes 100 PCs X 10/mo = 1,000/mo
Servers 1,500 + 1,000 PCs = \$2,500/mo Tot*

Start date: Server protection is in place and PC roll out is targeted to begin November 2009 and will be scaled to the budget.

Description of other work: N/A

The City of Palmetto agrees to pay Hide-Away BI-IT Consulting Services the above amount monthly for the work described.

The labor performed is a "work for hire." The City of Palmetto shall own all rights to the work in its name or otherwise.

Hide-Away Storage Services, Inc. shall take out and maintain during the life of this Agreement, Commercial General Liability Insurance in the amount of \$1,000,000 per occurrence and Excess/Umbrella Liability Insurance in the amount of a minimum of \$5,000,000 per occurrence. The City of Palmetto shall be named as additional insured on the two policies and shall be notified of any policy change. Hide-Away Storage Services, Inc. shall indemnify and hold harmless, the City of Palmetto and their agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from performance of this Contract by Hide-Away Storage Services, Inc., its employees or agents.

Hide-Away Storage Services, Inc. is an independent contractor to the City of Palmetto.

Hide-Away BI/IT Consulting Services warrants that the work will be an original work that has not been in the public domain or previously created, and that the work will be free of any unauthorized extractions from other sources. Hide-Away BI/IT Consulting Services further understands that the City of Palmetto has the privilege of referring to Hide-Away BI/IT Consulting Services as a vendor in sales and marketing presentations and materials. Managed Services contracts are cancelable on 30 days notice.

Please signify your approval of this contract by completing the form below and return one copy to Hide-Away BI/IT Consulting Services for our files.

Attest:
James R. Freeman, City Clerk
City of Palmetto

Authorized Signature: _____
Shirley Groover Bryant, Mayor
City of Palmetto

I agree to perform the work listed above, and I accept the terms of this agreement as stated above.

Witness _____

Consultant' Signature: _____
Gary Crawford, President
for Hide-Away BI/IT Consulting Services
Fed Tax ID#59-2003765