



The City of Warrensburg, Missouri

INFORMATION TECHNOLOGY SUPPORT SERVICES

LIST OF POTENTIAL SERVICES

Warrensburg, Missouri is located on U.S. 50 Highway at Missouri 13 Highway approximately 45 minutes from the Kansas City metropolitan area. Warrensburg has a population of approximately 18,838 persons and is home to the University of Central Missouri having an approximate enrollment of 14,000 students each year.

The City of Warrensburg is soliciting proposals from experienced and qualified vendors for Information Technology Support Services. Qualified vendors must show possession of skills necessary to maintain and improve our effectiveness, enhance our quality of services, minimize down time and support costs, ensure security of data and maximize return on investment in IT. Since the Information Technology arena can cover many different technologies, it would be difficult to find one vendor to meet all our requirements. Because of this, the city is seeking several qualified vendors to provide IT support services at the best value to the City of Warrensburg.

As per the Request for Qualifications, vendors are asked to describe their experience, knowledge and methodologies for the following items. Please include real world examples of work performed.

Network Support

- Installation, management, troubleshooting and repair of general network infrastructure equipment to include switches, firewalls, routers, wireless bridges and access points.
- Installation, management, troubleshooting, repair, and upgrading of ShoreTel VOIP phone systems.
- Installation, management, troubleshooting, and repair of backup and disaster recovery systems.

Server Administration

- Administration of both physical and virtual computer servers and associated hardware, software, communications and operating systems necessary for the quality, security, performance, availability, recoverability, and reliability of the system.

- Evaluation, upgrading, and migrating servers from physical installations to virtual installations in a Hyper-V environment to include application servers, domain controllers, database servers, etc.
- Installation, management, troubleshooting, and repair of server equipment.

Network Security

- Perform security audits of network systems and provide/initiate corrective actions, including PCI.
- Implementation of secure remote login using VPN technology with single factor authentication and two factor authentication.
- Installing and updating security certificates.
- Implementing Group policy.
- Developing and adherence to standards and naming conventions.

Strategic Planning

- Providing engineering, planning and design services for major system enhancements to include servers, software, and network hardware to include large scale data transfers.
- Documenting and drawing current network configurations.
- Reviewing and providing inputs to IT 5-year master plans.

Software

The City operates a wide array of business software and may require assistance from time to time to ensure peak performance and troubleshoot problems. Please indicate experience level and real world examples for the following software.

- Operating systems – Windows Server 2012R2, 2008R2, 2003R2 and 2003
- Microsoft SQL Server 2008R2 and later
- Dell EqualLogic PS Series Storage
- Dell Kace
- Tyler Technologies INCODE
- Office 365 using Active Directory w/Exchange Hybrid Server
- Shoretel
- VisionSolutions Double Take
- Citrix ZenApp and ZenDesktop
- Trend Micro Worry Free Business Software
- Solarwinds Dameware
- Veeam Backup and Replication
- Symantec Backup
- ESRI Desktop
- AMAG Security Management Software

Support Availability

Please describe technician availability to support the City of Warrensburg.

- What is the availability of your company to provide support to the City during normal business hours (8am – 5pm CST)?
- Are technicians available after normal business hours for routine work with advanced scheduling?
- Are technicians available after normal business hours for emergency support?
- Are technicians available to work remotely and on-site as needed?

Support Staff Qualifications and Certifications

Please provide a list of your staff who would be performing primary technical support duties, include IT certifications and a brief synopsis of work experience.