

RESOLUTION NO. 2014-12-492R

**A RESOLUTION AUTHORIZING THE MAYOR AND
RECORDER TO EXECUTE AND RENEW AN AGREEMENT
WITH ONTARGET IT & MANAGED SERVICES.**

WHEREAS, the city of Tontitown has entered into an agreement for IT and managed services with OnTarget IT & Managed Services; and

WHEREAS, said agreement for IT and managed services is in need of renewal; and

WHEREAS, the city is not required to solicit bids to extend or renew the contract pursuant to A.C.A. §14-58-104.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the city of Tontitown, Arkansas:

Section 1: That the Mayor and Recorder are hereby authorized and directed to execute the attached agreement for IT and managed services on behalf of the city of Tontitown, and are further authorized to execute any and all documents necessary to effectuate this purpose.

PASSED AND APPROVED this 2nd day of December, 2014.


JACK BECKFORD, Mayor

ATTEST:


ALICIA COLLINS, Recorder



OnTarget
IT & Managed Services

Complete Managed Services

Proposal for managed services for the City of Tontitown

Complete Managed Services Components

1. Proactive Maintenance of Server(s)

What this includes:

Windows Server 2008, Windows Server 2012

- **Proactive monitoring and Daily analysis** of:
 - Errors, warnings, and informational alerts concerning:
 - Applications and databases running on server(s)
 - Operating system, services and server(s) hardware
 - System and network security and intrusion detection
 - Server disk space, utilization and health of server(s)
 - Print queues, terminal server sessions, mail queues, bad mail, etc...
 - Memory usage and Virtual memory utilization
 - Processor utilization and performance
 - Server Health Monitor Alerts.
- **Daily** review of backup log.
- **Daily** confirmation that Anti-Virus program(s) are running, scanning, reporting and updating on server(s)
- Weekly running windows update on server(s), including installation of any pertinent service packs, security updates, and patches
- Reporting (monthly) on any problem resolution, status of hot fixes or patches applied

Deliverables you can expect:

- Monthly reporting (or more often as needed) on any issues, including:
 - Event Log errors and warnings and why they are there
 - Any corrective actions taken
 - Any future concerns regarding the issues (if any)
 - Our plan or recommendation to resolve any issues

What this does for you:

We look for small errors and warning signs that allow us to address them before they turn into big problems that may cause outages, downtime, and loss of productivity and/or corruption of data. Managed antivirus allows us to be notified of virus and malware issues and remediate those issues before they spread.

2. Business Disruption Avoidance & Disaster Planning & Preparation

What this includes:

Windows Server 2008, Windows Server 2012

- **Daily** review of local and online backups.
- **Semi Annual restore** from randomly selected tape or other storage media of:
 - Selected Files and folders
 - Mission Critical application's database (if applicable)
- Semi-Annual analysis of integrity of all tape or other storage media.
- Quarterly test of UPS (battery backup) shut down procedure & battery life time.
- Semi Annual test of RAID functionality and rebuild procedures.
- We'll fully restore your server data in case of crash at no additional hourly charges**

*Manufacturers hardware warranty must be maintained on all applicable servers.

Deliverables you can expect:

- Quarterly reporting (or more often as needed) on any issues, including:
 - Backup Log errors and warnings and why – as they demand attention.
 - What files are skipped during backup operation – as they demand attention.
 - What files and/or folders that are excluded from backup operation and why.
 - Results from testing of UPS, RAID, and restore tests.
 - Age and replacement dates of all media (if applicable).
 - Review of all dates backup operation was unsuccessful and why .
 - Any corrective actions taken.
 - Any future concerns regarding the issues (if any).
 - Our plan or recommendation to resolve any issues.

What this does for you:

"A backup is only as reliable as the last restore attempt." This service allows complete confidence that your backup operations are effective and are reliable in the event they are required. In the unlikely event of a system crash while having "Proactive Maintenance & Support of Server(s)", your server's data will be restored completely to whatever state it was before the crash at no additional hourly cost.

3. Unlimited Helpdesk & Technical Liaison

What this includes:

For entire organization's personnel

- On call support services (standard: desktop/user outage).
 - **OnTarget** standard business hours M-F 7:00 to 5:00.
- On call support services (emergency: server/network outage).
 - 24 hours a day, 7 days a week, 365 days a year
- **Unlimited** phone support (see "best practices" below).
- Email support services – **unlimited** (see "best practices" below).
- **Unlimited remote support of server(s) AND desktops** (see "best practices").
- Documentation Binder (Creation and upkeep of all records) including:
 - Network map, location of assets, PC inventory and specs.
 - Server configuration, installations, and patches applied.
 - Vendor contact information.
 - Software licenses & Hardware purchases (invoices, media, packing slips, etc...).
 - Warranty and service plan information .
 - Policies & procedures (changing passwords, adjusting folder permissions, etc...).
 - **All work logs** from onsite and remote service work performed.
 - **Online trouble ticket and tracking system.**
- Vendor Liaison
 - Interact with all hardware and software vendors on behalf of your organization to ensure proposals, pricing, and work performed are accurate and satisfactory.
- Budgetary process
 - Work closely on Technology related expenditures portion of annual budget.
 - Allocate timelines for retiring and acquiring of hardware and software.
 - Anticipate future need for planning purposes.

What this does for you:

Larger organizations enjoy all of these benefits simply by having multiple internal staff members serving as an IT department. **OnTarget** provides the same services without the need for the costly overhead of employees.

Deliverables you can expect:

You will always be in possession of full documentation (as described above) in the Network Documentation Binder. Our online ticketing system allows you to track all issues and look at all of your system configurations at any time.

4. Service Level & Warranty

What this includes:

Entire Organization

- **Guaranteed response time** (call back time).
 - Non urgent (desktop or single user) issues – **4 hours** M-F 7-5.
 - Emergency (server or network) issues – **1 Hour** 24x7x365.
- **Guaranteed on site response time** (if on site visit required for resolution).
 - Non urgent (desktop or single user) issues – **72 hours** M-F 7-5.
 - Emergency (server or network) issues – **24 hrs** 24x7x365.
- **24x7x365 Emergency notification service**
 - On call technicians are reachable and can respond to an emergency service request 24 hours a day.
- **Single instance resolution** on same (repeated) support issue.
- **Warranty of operability for duration of Support Agreement***

- Domain Controller operability
- Outlook Web Access
- VPN access
- Backup operation
- Firewall operability
- Desktop Faxing operability
- Crimestar access
- Police RDP access

Provisions for Warranty:

- * Server(s) access must be limited (type of access and administrative users must be agreed upon)
- * Must have "Unlimited Helpdesk & Technical Liaison" "Proactive Maintenance of Server(s)" and "Business Disruption Avoidance & Disaster Planning & Preparation" in place
- * Server(s) must have recommended Anti-Virus applications enabled
- * Malicious user(s) and disaster caused issues are excluded
- * Does not cover phone line or ISP failures or outages
- * Also see "best practices" below

- **Unlimited remote support** for all issues falling under Warranty of operability
- **Unlimited on site support** for all issues falling under Warranty of operability

What this does for you:

In addition to having consistent billing for budgeting purposes, this service assures you that will not receive multiple invoices to fix the same problem. Further, it assures that you will not receive an invoice for remedy of any of the most common problems that are reported to our support team. We warranty our work – if it breaks, we fix it at no additional charge! Basically, under **Complete Managed Services** the only time you should receive an invoice is when you want to add something to your network or have an issue that was beyond our control. (for more information, see "best practices" below)

5. Benefits and Added Services

What this includes:

Monitoring applications on all city computing devices

- All servers, workstations, and notebook computers are monitored 24x7.
- Monitoring application can be deployed to city owned smart phones and tablets if desired.

Managed antivirus on all city computers

- Managed antivirus application is deployed to all servers , workstation and notebook computer.
- Virus scans are centrally scheduled.
- Scan results are sent to OnTarget for analysis.
- We are notified immediately of any virus detection
- Antivirus reporting allows us to stop viruses before they spread.
- Managed antivirus can be deployed to smart phones and tablets in conjunction with monitoring.

Web protection on all city devices with monitoring installed

- Web site monitoring and blocking can be enabled on all, or some, monitored devices if desired.
- Web protection allows for control of what web site are visited and when.
- Web protection prevents misuse of City computers.
- Web protection policies can be tailored as determined by management.

Price and cost control

- Guaranteed rate schedule (Locked for period of agreement).
- Discounted rates for non covered services.
- Ability to pre purchase blocks of hours at discounted rates.
- **No overtime rates - ever:** all work billed Standard Business Hourly rates.
- Microsoft Premier Support Services (PSS) incident for use if needed.
- All equipment maintenance and monitoring for currently proposed additions are included in this proposal. The current proposed additions are installation of a new server, installation of a new backup system and a new phone system. Installation of these items is not included in this proposal.
- Rates only increase if full time users and devices are increased from the current level.

Pricing

Complete Managed Services pricing is all inclusive. This will allow you to budget for all needs and know what your IT expenditure will be every month.

Depending upon the term of the agreement, **Complete Managed Services** will be discounted according to the schedule below. Listed prices are monthly for **Complete Managed Services**

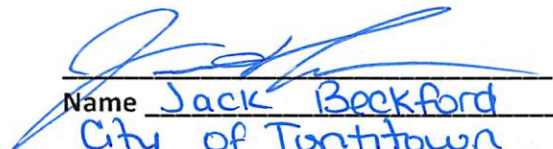
Complete Managed Services 1 yr agreement = \$3700.00/mo.

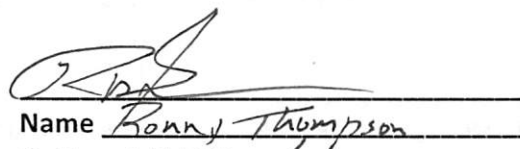
Complete Managed Services 2 yr agreement (w/ discount) = \$3550.00/mo.

Complete Managed Services 3 yr agreement (w/ discount) = \$3400.00/mo.

City of Tontitown agrees to a contract period of 12 mths at an monthly rate of \$3700.00.

Payment will be made on the 15th of each month beginning 11/15/15.
A one time start up fee equal to one month of service is due at time of contract signing.


Name Jack Beckford
City of Tontitown
Title Mayor


Name Ronny Thompson
OnTarget IT MSP
Title Owner

Best Practices

Although **Complete Managed Services** is designed in such a way that you, the customer should only receive an invoice for "move/add/change" type of work, below is a more thorough description of what is NOT included under an **Complete Managed Services** agreement.

Move, Add, Change services:

- ☐ Installation and configuration of any new hardware such as PCs, printers, peripherals, etc...
- ☐ Installation and configuration of new software packages beyond what is in place at the start of the agreement.
For example replacing Crimestar with a new RMS would be a for fee service.
- ☐ Installation and configuration of new backup system.
- ☐ Transfer and movement of line of business software(existing) from server to server.
- ☐ End User training
 - "Unlimited Help Desk..." allows for unlimited support calls and/or emails
- ☐ Administrative training
 - "Unlimited Help Desk & technical Liaison" includes creation and updating of several policies and procedures regarding administrative functions on network

Non standard situations (not following best practices):

We cannot warranty or include at no additional charge service work related to or as a result of any of the following items or actions taken by you, the customer, or any users on the network:

- ☐ Disabling AntiVirus/antispayware program(s)
- ☐ Proper AntiVirus/antispayware protection not in place
 - Defined as managed AntiVirus solution
- ☐ Proper firewall not in place
 - Defined as properly configured ICSA Labs certified firewall.
- ☐ Purchase or installation of any hardware or software to be added to the network environment WITHOUT our recommendation and approval.
- ☐ Deviation from main server recommendations
 - Non "white box" – name brand such as DELL, HP recommended.
 - Redundant power supply and hard drive arrays (RAID) recommended.
 - Protection of uninterruptible power supply (UPS) recommended.
- ☐ Unlicensed software.
- ☐ Missing software media or vendor contact and account information.
- ☐ Problems due to act of God, terrorism, sabotage, malicious intent of you, the customer, or any staff members, or items generally well beyond our control, such as disasters, etc...
- ☐ Installation of any unapproved software (current list below)
 - By and large applications listed below interfere with operability and security
 - Hot Bar, Smileys, Gator, coupon programs, etc.
 - Gnutella, WinMX (or other file sharing programs)
 - Torrenting programs.
 - Weather Bug, Web Shots.
 - Any America On Line program (other than instant messenger).
 - Games (not included in Windows).

