

IT Scope of Work

Award of Contract

The Housing Authority of Winder reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons. All work as specified shall begin at a mutually agreed upon date. The contract will be for two years. Contractor warrants that pricing stated herein shall remain firm for a period of two (2) years from the first day of the contract period. Pricing shall include all charges that may be imposed to fulfill the terms of the contract. Termination is 30 days written notice.

Terms, conditions and specifications of this proposal will become part of the contract if the proposal is deemed approved and accepted by the Housing Authority of Winder.

Scope of Work

Specifications for services must include at minimum, but not limited to, the following:

- All inclusive, unlimited support, for workstations and servers (listed below). This includes remote support, email support, on-site support, in shop support, project work and consulting.
- Regular after-hours maintenance on all workstations and servers (Windows cleanup, malware scanning and security checks).
- Real-time hardware alerts on all workstations and servers for pro-active support, including low disk space, CPU fan operation, SMART errors on hard disks and virus alerts.
- All Windows and 3rd party security patching is performed regularly on all covered devices and remediation is performed if updates have failed or not applied successfully.
- Includes licensing for enterprise class antivirus and DNS protection on all covered devices.
- Full BDR backup on the server (everything on the server including the OS, active directory, SQL databases, 3rd party software, settings and all files) including a backup appliance which can operate as a backup server in the event of a disaster recovery. Nightly snapshots of the server are to be sent to an off-site data center and validated for integrity to ensure a proper backup has been performed. As of May 2021, 950GB are being backed up. Current contract includes a flat rate for unlimited storage. *
- Full network infrastructure support for the entire Wimberly Center facility. This includes all network switches, access points, routers and firewalls. If a device fails, we replace it at no charge. If a new tenant is added (or removed), we add them to the network as their own VLAN and completely segregated from other tenants. We implement QoS (quality of service) rules for each tenant to ensure everyone shares the internet connection fairly. A wireless guest network is also implemented and managed.
- Office 365 Hosted Email (between 25 and 28 users) – purchase and all-inclusive management and administration.

- Email backup and retention: Administrative mailboxes are journaled and backed up for FOIA compliance.
- The current service-level agreement (SLA) is two (2) hour response time for normal incidents and one (1) hour for emergencies.

Monthly Costs Breakdown Request

\$_____ - (13) workstation hardware leases @ \$_____ each

Current: Core i5 CPU / 8GB RAM / 250GB SSD / DVDRW / Windows 10 Pro

\$_____ - (1) workstation/monitor combo hardware lease

Current: Core i5 CPU / 8GB RAM / 250GB SSD / DVDRW / Windows 10 Pro / 20" Dell LCD Monitor

\$_____ - (18) workstations covered under IT agreement list above @ \$_____ each

\$_____ – (1) Domain Controller / Primary Server

Current: Poweredge T30 / Xeon E3-1225 v3 / 32GB RAM / 500GB SSD RAID 1 / 1TB Storage RAID 1 / Server 2016

\$_____ – (1) BDR Backup of server (* see above IT agreement for details)

\$_____ – (1) Network Infrastructure Support (* see above IT agreement for details)

\$_____ – (28) Office 365 Hosted Exchange Email @ \$_____ each (* see above IT agreement for details)