

Administrative-Finance Committee
May 1, 2017
6:00 p.m. – City Hall Conference Room

- 1. Call to Order**
- 2. Public Comment**
- 3. New Business**
 - a. Motion – Authorizing the purchase of one (1) new server and installation in an amount not to exceed \$25,000.00 from our current IT provider AIS**
 - b. Approval of Minutes – April 3, 2017**
- 4. Other Business**
- 5. Next Meeting – Monday, June 5, 2017**
- 6. Adjournment**

AGENDA MEMO
Admin/Finance Committee
May 1, 2017

ISSUE STATEMENT

A motion authorizing the purchase of 1 new server and installation in an amount not to exceed \$25,000.00 from our current IT provider AIS.

BACKGROUND/HISTORY

The City of Darien has been using a server to host its computer applications that has reached its useful life. The recommendation from our consultant is to upgrade to Server 2012 R2 and migrate Exchange server to Exchange 2013. This will allow the city to consolidate server infrastructure into a single host and make better use of existing Vhost. It also brings our Server/Exchange environment up to a supported and more secure level.

Please see the attached quote from our computer consultant that includes detailed pricing estimates as well as a scope of work. This item is included in the FYE 18 Budget under line item 01-10-4325 for \$25,000.

STAFF/COMMITTEE RECOMMENDATION

Staff recommends approval of a motion authorizing the purchase of the new server.

ALTERNATE CONSIDERATION

As directed.

DECISION MODE

This item will be placed on the May 15, 2017 City Council Agenda for approval.



ALL
INFORMATION
SERVICES, INC.

Integrating the World's Technology

All Information Services, Inc.

Integrating the World's Technology

**Technology Solutions
Proposal For:**

City of Darien
1702 Plainfield Road
Darien, IL 60561

Prepared By:
Roger Kolb
October 31, 2016



October 31,2016

Paul Nosek
City of Darien
1702 Plainfield Road
Darien, IL 60561

Dear Paul,

All Information Services, Inc. (AIS) appreciates the opportunity to provide your organization with the following technology solutions proposal. It has been designed to meet current operating requirements as well as provide an advanced technology-based platform for future applications.

At our core, we are a customer service organization with an expertise as a full service Information Technology (IT) and a Managed Service Provider (MSP). Our core competencies include technical consulting services, planning and design, infrastructure solutions, optimization, growth/budget planning and project management.

Our customers rely on our expertise in IT service delivery as a fundamental component to their core business operations. We work with clients across a variety of market segments including the manufacturing, healthcare, finance, municipal, and education.

As a client of AIS, your organization will receive:

- A primary lead Tier III Engineer and Tier II Technician who will be responsible for all aspects of your IT infrastructure, while having behind them the knowledge and experience of more than 40 engineers.
- A dedicated AIS executive as your primary Account Manager to ensure consistency and continuity in establishing a long-term working relationship. We will meet quarterly and annually to review progress, status and aid in infrastructure and strategy planning.

The technology needs of City of Darien are best served with AIS. Our proven record of accomplishment for professional installation, reliable service and quality systems technology is what our reputation is built on. We make technology work.

All Information Services, Inc. (AIS) is your trusted partner for information technology (IT) and managed services solutions. In today's complex business environment, your technology platform should help your business gain a competitive advantage in your respective market, not hold it back. Through our extensive industry experience and best practices approach, AIS can optimize your technology and help you meet your business objectives.



Assess ~ Implement ~ Optimize

With the ever increasing demand of technology, it is much less expensive to proactively manage your servers, computers and network systems rather than simply react to the inevitable problems that arise. We focus on optimizing systems through a best practices approach and the use of industry leading technology and tools along with our vast industry experience. This allows us to move away from the old 'break/fix' model into working as your partner and advisor in technology.

Let us give your business a competitive advantage by streamlining your technology and aligning it with your company's business objectives.

- **Technology Consulting** – Organized consultative approach to ensure the best solutions are provided to increase productivity.
- **Industry Technology Leader** – Cutting edge technology to ensure you maintain a competitive edge in your market.
- **Comprehensive Training** – Structured training empowering your team with the knowledge to navigate their technology tools.
- **Client Services** – A dedicated team of engineers will be apprised of your company's needs and values providing you with 24-hour support.
- **Future Growth** – Your dedicated team of engineers will consistently analyze your network's health to ensure consistent up-time and future stability.

Again, we appreciate and look forward to the opportunity to assist with your current and future IT solutions.

Sincerely,



John Licar
Account Executive

Integrating the World's Technology.

Phone: 708-352-7050 x238

Email: jlicar@aislabs.com



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Solution Overview – vHost Upgrade / Consolidation / Migration

Existing Server Hardware and Operating Systems are out of date.

Objective: To take use of the new existing vHost (RDS) and make a few small upgrades to allow it to be the new primary virtual host. In addition, bring the server OS levels to 2012R2.

Recommendation:

- Our recommendation is to add some additional parts to your existing server to bring it up to a level that can handle your entire infrastructure. Additionally, a migration for all Windows Servers to be on Server 2012 R2 and migrate your Exchange Server to Exchange 2013.

Impact/Change:

- This type of configuration will allow you to consolidate your server infrastructure into a single host and make better use of your existing vHost. This will help reduce the traditional costs associated with server upgrades. This also brings your Server/Exchange environment up to a supported and more secure level.

Hardware/License Additions:

- Additional DDR3 Memory to bring you from 32GB to 64GB.
- Adding new faster storage to account for Exchange and servers on the same host machine.
- HP Integrated Lights-Out Advanced Plus License to allow remote access and monitoring of hardware for reduced trip charges and alerts for potential hardware related issues.



Estimated Cost – vHost Upgrade / Consolidation / Migration

Existing Server Hardware and Operating Systems are out of date.

Objective: To take use of the new existing vHost (RDS) and make a few small upgrades to allow it to be the new primary virtual host. In addition, bring the server OS levels to 2012R2.

Hardware, Software, Licensing One-Time Costs:

- HP 8GB DD3 Memory Modules, HP 600GB 15K SAS Gen8 HDDs, HP iLO Licensing.
 - o One-Time Costs: \$2,504.00
 - o Annual Renewal Costs: \$0.00
- **Total Costs: \$2,504.00**

Estimated Labor:

- Tier 3: 128 hours at \$90/hour = \$11,520.00
- Project Management: 24 hours at \$90/hour = \$2,160.00
- **Estimated Labor Total: \$13,680.00**

Down Payment for Project:

- Down Payments are calculated based on the greater of 50% of the project or 100% of the equipment before the order will be placed.
 - o Based on that calculation, your down payment is **\$8,092.00**

Microsoft Licensing:

- All required Microsoft licensing will be procured and invoiced directly through CDWG.
- **Estimated Licensing Total: \$9,600.00**



Project Scope - vHost Upgrade / Consolidation / Migration

Assumptions:

- This project can have a planned start date of 4 weeks or later from the acceptance of the Scope of Work (SoW) and any required down payments are received.
- AIS will have an unrestricted maintenance window from 7am to 6pm Monday to Friday.
- AIS will have Onsite and Remote access from 7am to 6pm.
- All work is assumed to be performed between the normal business hours of 8:30am to 5pm.
- Any work performed outside of normal business hours will be billed at 1.5 times the rate.
- Any Domain purchases or SSL Certificates will need to be acquired from an Authorized Trusted Certificate Authority.
- Any coordination with 3rd party vendors is scheduled and planned prior to acceptance of this Scope of Work.
- Abila and Laserfiche are already completely migrated/installed to/on Server 2012 R2.
- You have an active support agreement with your software vendor for BEAST that includes migration support.
- All Servers are connected and configured to operate on 10/100/1000 network access.
- All servers are at the same location.
- Adequate Power and Rack Space are available for the Existing and New equipment.
- All Microsoft licensing is purchased through CDW and is compliant to the Microsoft License Usage Agreement for your software.
- You will need an SSL for your new Exchange Server and will be billed outside of this project just as your current Annual SSL is being invoiced outside of this project. You will have a new start date of your SSL based on the commencement of this project.

Inclusions:

- Migration of Beast Software via software vendor support.

Exclusions:

- Any work not specifically outlined in this Scope of Work will require a Change Order and is considered Out of Scope.
- Any labor required or associated with items listed on the assumptions list that are not present or correct.
- Any configuration, troubleshooting, or vendor management associated with 3rd Party software or solutions.
- Any time spent to configure, repair, address, or modify any existing operating system will be considered Out of Scope. (If servers were configured using industry best practices, then this should not be an issue at all.)
- Issues related to improper or undocumented configuration of Active Directory, DNS, or Server Operating System. Any documentation that is present must be provided to AIS prior to acceptance of the Scope of Work.
- Any Domain or SSL Certificates purchases needed will be considered as Out of Scope.
- Any software, hardware, or licensing required for any 3rd party software or solution not specifically outlined in the Scope of Work is not the responsibility of AIS.



Approach and Methodology

The AIS strategy breaks down into three categories:

Help Desk Services

- Desktop and user support
- Equipment, software, and Standard Operating Procedure (SOP) documentation
- Break/fix troubleshooting and maintenance
- Installation of hardware, software and peripherals

Server Network Services

- Data integrity (network security and backup disaster recovery planning)
- Server and critical network maintenance and monitoring
- Responsible for the performance, reliability, and integrity of the Domain and WAN
- Coordinate with software vendors

Chief Technology Officer (CTO) Services

- High-level design and planning for the overall IT system
- Budget and IT Best Practice planning (hardware replacement scheduling, baseline performance establishment)
- Review monthly and annual service reports with key designated staff
- Critical Event Reporting(CER) discussion with key designated staff (detailing unexpected downtime events)

Service Level Agreement (SLA)

Severity	Description	Response Time	Resolution Time
Critical	Complete impact to productivity or service, mainly to server or network.	1 Hour (24x7)	4 Hours (24x7)
High	Higher impact to productivity or service, multi user impact, hardware failure, line of business (LOB) application not working.	2 Hours (24x7)	8 Hours (24x7)
Medium	Lower impact or individual impact, printing issues effecting more than 1 person, backup issues, application problems, may impact service or data integrity.	8 Hours (Business Hours)	16 Hours (Business Hours)
Low	Low impact to productivity or service, such as minor printer issues, application installs, or other task that can be scheduled for convenience or preventing a disruption.	16 Hours (Business Hours)	40 Hours (Business Hours)
Scheduled	No impact to productivity or service, may require additional information from a 3rd party, scheduled task that needs to be planned greater than 5 business days from ticket creation.	16 Hours (Business Hours)	Scheduled (Business Hours)



Qualifications

As a VMWare Enterprise Level Partner, our staff members are skilled in effectively analyzing complex networks and possess the following industry certifications to ensure you receive the highest level of competency and service:

- VCDX – VMware Certified Design Expert
- VCP – VMware Certified Professional
- VTSP – VMware Technical Sales Professional

Our additional qualifications include:

- MCSE – Microsoft Certified Software Engineer
- MCSA – Microsoft Certified Systems Administrator
- MCP – Microsoft Certified Professional
- CCNA – Cisco Certified Network Associate
- CCDA – Cisco Certified Design Associate
- CEFDS – Cisco Express Foundation Design Specialist
- Net+ - CompTIA Certified Network Technician
- A+ - CompTIA Certified Hardware Technician

Standard Schedule and Fees

Block Hours:

Agreement Term:	1-Month	6-Month	12-Month
Discount:	None	5%	10%

Block hour contracts invoice monthly and renew automatically until canceled.

5-Hour minimum block size.

Pricing is based on \$100 per hour and applied according to the below Skill Tier multipliers:

Skill Tier:	Tier 1	Tier 2	Tier 3	Project Management or Solution Design
Billing Multiplier:	0.95	1.1	1.35 (2.0 After-hours)	1.35
Description:	HW Replacement, Setup & Installation, SW Installation	AV Removal, Backup/Restore, SW Troubleshooting & Repair, HW Troubleshooting & Repair, Infrastructure Services	Network Configuration & Troubleshooting, Server Services Configuration & Troubleshooting, Virtualized Environment Configuration & Troubleshooting, Storage Environment Configuration & Troubleshooting	Project, Vendor, Contractor, Client Coordination, Planning and Management Network Architecture, Virtualization Architecture, Cloud Architecture

Billing Multiplier Example: 10-hour block equals (10.5) Tier 1 hours, or (9) Tier 2 hours, or (7.5) Tier 3 hours. Any combination is possible.



Service Request Escalation Procedure

1. Support request is received
2. Client information is identified – including unique user ID
3. Help desk ticket is created
4. Issue is identified and documented in help desk system, then routed for Support.

If issue can be resolved through Tier 1 Support:

5. Level 1 resolution - issue successfully resolved
6. Quality control - issue verified as resolved to client's satisfaction
7. Ticket is closed after complete problem resolution details have been updated in help desk system – email sent to user upon ticket closure.

If issue cannot be resolved through Tier 1 Support:

8. Issue is escalated to Tier 2 Support

Issue is qualified to determine if it can be resolved through Tier 2 Support

If issue can be resolved through Tier 2 Support:

9. Level 2 resolution - issue successfully resolved
10. Quality control - issue verified as resolved to client's satisfaction
11. Ticket is closed after complete problem resolution details have been updated in help desk system – email sent to user upon ticket closure.

If issue cannot be resolved through Tier 2 Support:

12. Issue is escalated to Tier 3 Support

Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

13. Level 3 resolution - issue successfully resolved
14. Quality Control - issue verified as resolved to client's satisfaction
15. Ticket is closed after complete problem resolution details have been updated in help desk system – email sent to user upon ticket closure.

If issue cannot be resolved through Tier 3 Support:

16. Issue is escalated to Onsite Support

Issue is qualified to determine if it can be resolved through Onsite Support

If issue can be resolved through Onsite Support:

17. Onsite resolution - issue successfully resolved
18. Quality Control - issue verified as resolved to client's satisfaction
19. Ticket is closed after complete problem resolution details have been updated in help desk system – email sent to user upon ticket closure.

If issue cannot be resolved through Onsite Support:

20. IT Manager Decision Point – request is updated with complete details of all activity performed and routed to the Network Operations Center upon client approval.
21. Network Operations Center resolution - issue successfully resolved
22. Quality control - issue verified as resolved to client's satisfaction
23. Ticket is closed after complete problem resolution details have been updated in help desk system – email sent to user upon ticket closure.

City of Darien
Minutes of the Administrative/Finance Committee
April 3, 2017

The Meeting was called to order by Chairman/Alderman Ted Schauer at 6:00 pm. Committee members present were Aldermen Chlystek and Kenny. Treasurer Mike Coren and staff members present included City Administrator Bryon Vana, and Assistant City Administrator Paul Nosek.

Mosquito Contract – Consideration to continue service with Clarke Mosquito for a two or three year contract

Staff advised that Clarke Mosquito has been the contractor to control mosquito population for the City of Darien since approximately 2006. There currently are no other alternatives for mosquito abatement and Clarke has offered to the City of Darien two separate proposals. The first option is three year pricing of \$40,887 or the second is a 2 year contract that includes a 2% increase on average to \$40,887 in year 1 and \$42,110 in year 2. These 2 proposals are part of their EarthRight Program, a more environmentally friendly operation that reduces the City’s carbon footprint as well as utilizes an EPA recognized larvicide called Natular. The second proposal is their standard program which has an increase of 4% for each year or a 2 year program with similar increases. The Committee unanimously recommended approval of option1.

Motion – Approving an agreement between the City of Darien and the Darien Chamber of Commerce - 2017 Darien Fest

Staff advised that during this year’s budget meetings the City Council discussed options regarding the Chamber reimbursing the City for City expenses related to Darien Fest. Treasurer Coren provided an option for determining the reimbursement for City expenses and that option was reviewed by the City Council. The option was put into an agreement form and is to be considered by the City and Chamber. The Committee reviewed the agreement and unanimously recommended approval.

Minutes – October 6, 2016

The minutes were approved as presented.

Adjournment - The meeting adjourned at 6:22.

Approved:

Ted Schauer, Chairman _____

Joseph Kenny, Member _____

Thomas Chlystek, Member _____