



Board of County Commissioners - Staff Report

Meeting Date:

Presenter: Todd Fletcher

Submitting Dept: Information Technology

Subject: County IT Managed Services

Statement / Purpose:

IT Division for Teton County seeks approval on a chosen company to provide managed services for County IT services.

Background / Description (Pros & Cons):

The County IT Server Equipment is presently stored in the Sheriff’s Office. The space utilized by the equipment is needed for expanding Sheriff Office IT needs. Additionally, several pieces of County IT equipment are due for replacement and will lose vendor support at the end of 2016. Teton County IT Department has determined that moving key server and virtual desktop infrastructure to a leased/managed service in an off-site datacenter will lower costs and improve system quality, while maintaining an acceptable level of redundancy, reliability and accessibility of County IT infrastructure. The larger IT strategy is to leverage external IT resources to reduce County expenses, improve IT services, and allow internal IT staff to focus more on daily support needs.

A previous Staff Report was approved on November 7th which established the County’s desire to move from on premise IT equipment investments to offsite managed services.

An official RFP was issued on Nov 9th, after receiving approval to seek a Managed Services proposal from the public. Four responses were submitted by the RFP deadline on December 7th.

Each proposal was independently evaluated by separate IT professionals in the County, Sheriff’s Office, Town of Jackson, and Teton County Library IT staffs, rated according to 6 key areas.

The following chart breaks down the cost and criteria comparison for the four proposals. The first line has been added to provide perspective on the cost comparisons on traditional on premise solution and off-site managed services (cloud) solutions.

	Initial Setup	Equipment Costs	Monthly Costs	Annual Cost Comparison	Criteria Score
1) Onsite		\$354,000.00			
2) Iserv	\$41,500.00		\$13,972.00	\$167,664.00	31.1
3) Venture	\$1,725.00	\$0.00	\$5,316.65	\$63,799.80	46.8
4) Silverstar	\$3,625.00	\$0.00	\$6,165.85	\$73,990.20	36.7
5) Nexus IT	\$40,250.00	\$0.00	\$11,108.50	\$133,302.00	29.2

It has been determined after this evaluation that Venture Technologies is the best fit for County needs – both in cost and quality of services.

After an agreement to pursue Venture Technologies as a managed services provider for Teton County is made, additional onsite evaluations will be made to refine the services costs and identify and order the redundant connections from the County to the Data Center via two Internet Service Providers. In addition, Teton County IT staff will visit the Denver Based Data Center to evaluate location and equipment used to facilitate County services.



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Stakeholder Analysis & Involvement:

Initial evaluation was made by the IT manager and presented to County directors and managers at EODD meetings. Then a formal 6 person evaluation has been made by County staff, Sheriff Office IT, Town of Jackson IT, and Teton County Library IT.

Fiscal Impact:

Initial estimates for setup are \$1,725.00 and \$5,316.65/mo for a 36 month agreement. Additional refinements to the cost will be made before final contract signatures are required.

Staff Impact:

There will be a 24 to 48 hour possible time frame where county network resources would be unavailable while equipment is 'virtually' forklifted to the datacenter and other network changes are made. This downtime will be planned for times where it will have the least impact on County operations. It estimated that this will take place 40 to 50 days after agreements are signed.

Legal Review:

Gingery

Staff Input / Recommendation:

Recommend to select Venture Technologies.

Attachments:

- 1) Quoted Services Agreement

Suggested Motion:

I move to agree to and sign the quoted services agreement with Venture Technology, with an understanding that a final contract will to be submitted to the Board for signing with cost refinements made.



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Quoted Services Agreement

Teton County Wyoming agrees to seeking managed services with Venture Technologies. The following are only initial estimates on the costs for managing the County's virtual servers and virtual desktop interfaces, and providing managed services features outlines.

It is understood that additional refinements will be made before a final contract with complete costs will be submitted to the Board of County Commissioners for signatures.



Quote

Client: Teton County Government PO Box 3594 Jackson, WY 83001	Contact: Todd Fletcher Quote: Q-HST0001041 Date: 11/28/2016 Valid until: 12/28/2016 Term: 36 months
Phone: (307) 732-8460	

Monthly Charges

Item	Quantity	Price	Extended
Circuit Monthly Charge	1	\$ 1,576.65	\$ 1,576.65
1GB Additional Storage-Bronze	1600	\$ 0.15	\$ 240.00
10Ghz Processing with 25GB RAM Bundle-Denver	7	\$ 500.00/1	\$ 3,500.00
Estimated Monthly Charges:			\$ 5,316.65

Non-Recurring Costs

Item	Quantity	Price	Extended
Circuit Setup	1	\$ 1,725.00	\$ 1,725.00
One-Time Charges:			\$ 1,725.00

Managed Services

- ✓ Venture Technologies Customer Support Center availability - Staffing - 24x7x365
- ✓ Unlimited telephone access to Customer Support Center
- ✓ Defined event escalation levels and time-based response
- ✓ All calls logged and tracked in Venture's ticket management tool
- ✓ Web Portal Access - Ability to open Priority 3 and ability to track cases
- ✓ Network Monitoring

Monitoring of Network Elements, including but not limited to

- ✓ Routers
- ✓ Switches
- ✓ Firewalls
- ✓ UPS
- ✓ HVAC
- Any device capable of providing SNMP, WMI, or Traps

Availability of reports to customers

- ✓ Detailed ticket analysis report
- ✓ Summary of network performance
- ✓ Network response time
- ✓ Network utilization by device
- ✓ Device uptime % network
- ✓ Network average and peak utilization per device
- ✓ CPU load per device/average/peak
- ✓ Net flow statistics (if applicable)

INFORMATION TECHNOLOGY

- ✓ Disk space availability
- ✓ Application availability (if applicable)
- ✓ VOIP analytics (if applicable)

Why Venture's VT Cloud Platform

- ✓ 100% Venture owned and operated platform.
- ✓ Venture Multiple Datacenters.
- ✓ Utilizes Only Tier 1 Manufactures such as Cisco / EMC.
- ✓ Cisco Powered.
- ✓ 99.999% Reliable EMC Storage Architecture.
- ✓ SSAE 16 Type II Compliant Datacenter.

Teton County

_____ Date _____

Venture Technologies

_____ Date _____