

FORM 2
PROPOSED SCOPE OF SERVICES

Indicate in the tables, with an “X” in the applicable column below, the services included in the Service Providers basic scope of services. Where appropriate provide notes, comments, and other information on limits of service.

| Services Provided | Included | Not Available | Other information |
|----------------------------------|-----------------|----------------------|--------------------------|
| Server Administration | | | |
| Windows Server 2003 and newer | | | |
| Ubuntu LINUX 11.04 and newer | | | |
| Equipment add, moves, deletes | | | |
| Systems Administration | | | |
| Google Business Apps/Gmail | | | |
| FTP and Secure FTP | | | |
| Cisco ASA VPN | | | |
| Active Directory | | | |
| phpBB Forum | | | |
| Hostgator web hosting | | | |
| Internet Administration | | | |
| Domain name | | | |
| IP address/DNS | | | |
| Desktop Administration | | | |
| Windows XP Pro and newer | | | |
| Image management | | | |
| Software install/upgrades | | | |
| Workstation adds, moves, deletes | | | |
| Network Administration | | | |
| Cisco 3845 router | | | |
| Cisco ASA 5520 firewall | | | |
| Cisco 3560 switch | | | |
| Cisco 2921 and newer router | | | |
| Equipment add, moves, deletes | | | |

| Services Provided | Included | Not Available | Other information |
|---|----------|---------------|-------------------|
| Backup System Administration | | | |
| Arkeia Virtual Tape Backup | | | |
| APC UPS | | | |
| Desktop System Support (covers installation, upgrades, and patches only) | | | |
| Microsoft Outlook 2010 and newer | | | |
| Microsoft Office 2010 and newer | | | |
| ArcGIS 10.0 and newer | | | |
| Microsoft Visio 2003 and newer | | | |
| Oracle 11g client and newer | | | |
| Desktop, Server, and Network Security | | | |
| Microsoft Security Essentials | | | |
| Symantec desktop and server | | | |
| General Management Assistance | | | |
| System evaluation/recommendation | | | |
| System documentation updates | | | |
| Maintenance contract management | | | |
| Hardware specifications | | | |
| Hardware quotes/order management | | | |
| Best practice review/recommendation | | | |
| IT planning/recommendations | | | |
| IT infrastructure documentation | | | |
| Optional Services Available – Add additional lines if necessary | | | |
| Web site/page development | | | |
| Microsoft Office application support | | | |
| Hardware/software procurement | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Service Hours & Methods | On-site | Other | Describe Other (remote, dispatch, etc) |
|---|----------------|--------------|---|
| Indicate below how each service area will be covered | | | |
| Windows server administration | | | |
| LINUX server administration | | | |
| Systems Administration | | | |
| Internet Administration | | | |
| Desktop Administration | | | |
| Network Administration | | | |
| Backup System Administration | | | |
| Desktop Application Support | | | |
| Desktop, Server, Network Security | | | |
| General Management Assistance | | | |
| <p>State the proposed number of hours that general support staff are proposed to be on site, if any, and the minimum time that support staff will be on-site when requested if not already on site.</p> | | | |
| <p>Describe your ability to provide support after normal working hours when needed for critical problem resolution, updates and maintenance that must be performed after hours, testing and other operations that cannot be performed during business hours.</p> | | | |
| <p>Provide any additional information, comments or notes on how support will be provided in all major areas in order to meet service levels as described in the RFQ Section 4.2</p> | | | |

| Support Service Staffing | Primary Support | Backup/Secondary Support |
|---|-----------------|--------------------------|
| Provide the names of the individuals that will provide support services in each general area. A resume must be provided for each individual listed as primary support. | | |
| Windows server administration | | |
| LINUX server administration | | |
| Systems Administration | | |
| Internet Administration | | |
| Desktop Administration | | |
| Network Administration | | |
| Backup System Administration | | |
| Desktop Application Support | | |
| Desktop, Server, Network Security | | |
| General Management Assistance | | |

Provide any additional information, comments or notes, if needed, on support staff that are available to provide the services required by this RFQ.

| Network/Server Availability | Meets | Exceeds | Service Level Proposed |
|--|-------|---------|------------------------|
| Minimum service levels for are established in the RFQ Section 4.2. Indicate in the boxes below if the service level will meet or exceed the minimum required. | | | |
| Database and Application Servers | | | |
| Backup and Network File Servers | | | |
| Network Switches, Routers, Firewalls | | | |
| Reports on Network Availability | | | |
| Reports on Server Availability | | | |
| Provide any additional information, comments or notes, if needed, on network and server availability. | | | |

| Service Call Response | Time | Notes, comments, other information |
|---|------|------------------------------------|
| <p>The Service Provider must indicate below the time, in minutes, that responses are expected to service requests. See RFQ Section 4.2 for further description.</p> | | |
| 90% of service requests will be responded to in: | | |
| 95% of service requests will be responded to in: | | |
| 100% of service requests will be responded to in: | | |
| <p>The Service Provider must indicate below the time that a technician will be dispatched to resolve service requests requiring on-site assistance. Indicate the unit of time as well as the quantity (e.g. 2 hrs or 30 min). See RFQ Section 4.2 for further description.</p> | | |
| Critical network infrastructure problems: | | |
| Non-critical network infrastructure problems: | | |
| Critical computing infrastructure problems | | |
| Non-critical computing infrastructure problems | | |
| Critical desktop support services | | |
| Non-critical desktop support services | | |
| All other service requests requiring on-site support | | |
| <p>Provide any additional information, comments or notes, if needed, on service call and dispatch that are relevant to the requirements of this RFQ.</p> | | |