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## **Scope of Work**

Oregon Travel Experience (OTE) is looking for a number of features in a Managed IT provider. Along with general Managed IT services we are looking for a *true* "flat rate" service and the ability to provide on-site support in a timely fashion when necessary. If some services, like setting up a new machine, will fall outside of the quoted flat rate, these need to be explicitly noted and priced as indicated in the "requested information" section of the RFP.

A top-notch Managed IT provider should actively support our current systems and help to guide any necessary expansion of systems. We will be relying on *their* expertise to ensure smooth, and uninterrupted, IT operations. We require an active partner that gives us confidence in the stability and safety of our IT systems.

OTE currently contracts with Richardson Group IT (RGIT) for Managed IT services. In accordance with best practices, we are now opening this work up for RFP bids. If a new managed IT provider is selected, they will have to coordinate with RGIT to handle the changeover of services.

OTE is a small agency with fairly simple IT needs. We have office staff with desktop computers or laptops which are connected to our servers through a LAN. We also have field personnel with netbooks that check their MS Outlook mail via a Verizon connection to the internet. Primary software includes MS Office, SAP Business One, and CarteGraph (a proprietary Access shell).

Luc, our one IT staff member, has general familiarity with basic computer subjects, but specializes in Crystal Reports, SQL, and VBA programming for MS Access. He will act as the agency point of contact for IT work. We have little organizational expertise in maintaining/administering servers and networks. This comprises our most essential need for Managed IT Support.

Although our IT usage is fairly simple, it is important that our staff have uninterrupted use of our IT resources during our regular office hours from 7am to 5pm. Invasive procedures, like rebooting servers, should be scheduled outside of office hours.

## **Specific Managed IT services needed**

- 1) Network and Server management, administration, and maintenance including connectivity to networked printers.**
- 2) Manage licensing for Server related software**
- 3) Local and remote data backup for our servers**
- 4) Disaster recovery**
- 5) Monitor and install Patches and Updates for Servers and networked computers**

- 6) Install and maintain Antivirus and malware protection**
- 7) Help desk (mostly MS Office and Windows support, including connecting netbooks and smart-phones to MS Outlook mailboxes)**
- 8) Remote connectivity and the ability to provide timely onsite service when necessary**
- 9) Hardware servicing and recommendations**
- 10) Establishing connectivity (Outlook, remote access) for new, or replacement, computers**
- 11) Documenting and optimizing of existing server operations during initial hand-off of Managed IT services**
- 12) Such other services as are necessary to maintain a stable and safe I.T. infrastructure**

## **OTE's Existing IT resources**

If additional details are necessary to help establish your quote, please contact Luc Rizzo at 503-373-0873 or email at [lucr@oregonte.com](mailto:lucr@oregonte.com).

### **Office Computers:**

- 6** Lenovo desktop computers consistently connected to OTE's LAN.
- 3** older HP desktops connected and used about once per week.
- 10** Lenovo laptops consistently connected to OTE's LAN (includes new CEO and Accountant).
- 1** Lenovo laptop connected and used about once per week.

### **Rarely Used / Backup Computers:**

- 2** Lenovo laptop backups (not currently in use)
- 2** older laptops never connected to networks and only rarely used

*As noted above, 16 of these machines see regular use and 4 see occasional use. We also have the 4 laptops that just sit on a shelf (as replacement backups) or get used only for recording data in spreadsheets while in the field.*

*These machines run either Windows XP Pro or Windows 7 Pro. A few are 64bit. All have some version of MS Office (Office Pro or Office Ultimate). We utilize MS Outlook for our email and calendars. We use MS Access, along with some custom scripting (that we maintain ourselves) for many office tasks. We also run SAP Business One and Crystal Reports.*

*We have two shared folders on the network that office computers have mapped as their F: and H: drives. One of these mostly contains databases. The other is used to store anything that they want to share or to ensure is backed-up when the server gets its regular backups. We advise users that they should put essential items onto the server since it gets backed up, while they are individually responsible for any backups of their desktop machines.*

**Rest Area Netbooks:**

**10** HP Mini Netbooks (Verizon)

**3** HP Pavillion Notebooks (Verizon)

(more to come as new Rest Areas are added)

*These Netbooks are used by our Rest Area Supervisors. They go online via Verizon 3G or 4G and have their Outlook directed to our Outlook Exchange Server. They occasionally need Help Desk assistance (mostly with getting their Outlook connected or re-connected. They are not attached to our network or continually online, so constant monitoring is not possible.*

*These machines all run Windows 7 and have MS Office 2007 Standard (one new one, and future ones, will have MS Office Home and Business 2010).*

*We will be adding around 10 more of these over the next couple of years.*

**Smart Phones:**

We also have a smattering of i-phones and Droids. Sometimes they need help with establishing their connection to MS Outlook for mail and calendars.

**Networked Copiers:**

**2** office copiers/printers that are available on the network, as well as individual desktop printers.

**Servers / Network:**

**2** Lenovo ThinkServers. One of these is used exclusively to hold our SAP Business One accounting software (running on MS SQL Server). The other handles our network and holds all shared folders, Outlook, etc. Supporting these, we have an APC backup power-supply, Sonicwall network security appliance, HP Procurve Switch, Rocstor local hard-drive backup.

Our primary network server utilizes a virtual server in its configuration. This is necessary to support one of our legacy pieces of database software and, supposedly, offers advantages for backup and recovery.

OTE has a website, but this is entirely hosted outside of our system on GoDaddy.