

## 2019 Clay County Recommendations

### **Maintenance, Updates, Warranty for Barracuda Firewall, and Barracuda Backup**

(see attached quote)

1 year Firewall maintenance \$509.63  
1 year Firewall web security updates \$622.44  
1 year Backup update and maintenance \$1,754.40  
1 year Spam Filter updates and maintenance \$765.87  
Total cost \$3,652.34

### **Email Server**

Server Hardware- \$7,635.95  
Exchange 2016 software, license and user cals- \$7,144.66  
SSL certificate-\$2,000  
Total cost \$16,780.61

### **Tax Office**

1 Built Computer with dual screens \$1,000  
Total Cost \$1,000

### **Wi-Fi Access Point- 2<sup>nd</sup> Floor Courthouse**

Ubiquiti Access Point-\$120.00  
Installation of Cat 5- \$200.00  
Total Cost \$320.00

## 2019 Budget Request by Mike Campbell

### **Replace Judges Computer**

1- Built computer with 3 monitors and Office 2016 License

Total \$2,000

### **Training Mobile Cart**

50" TV, Rolling Cart, Micro Computer, Sound bar

Total Cost \$1,500

### **Office 365 Hosted Email Solution**

52 user licenses Office 365 Government E3 - \$12,906.80 per year

One-Time Migration Cost - \$9,750

Total Cost \$22,656.80 ( \$12,906.80 is a yearly cost moving forward)

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Clay County

**COMPUTER MAINTENANCE  
PROPOSAL**

Proposal is based on Maintenance Agreement for the following offices covering October 1, 2018 to October 1, 2019.

Sheriff's Office	\$600 Monthly
EMO/Veterans	\$100 Monthly
County Judge	\$75 Monthly
District Clerk/District Judge	\$300 Monthly
Courthouse Network/Internet	\$200 Monthly
Maintenance Office	\$25 Monthly
Constable's Office	\$25 Monthly
Courthouse Annex	\$300 Monthly
Tax Office	\$50 Monthly
Treasurer	\$75 Monthly
Auditor	\$50 Monthly
Justice of the Peace	\$100 Monthly
Voting Administrator	
Juvenile	
Total	\$1,900.00

**The Maintenance Agreement**

Similar to insurance, a computer maintenance agreement keeps your network and devices "worry free" of downtime. This is a proactive solution which keeps all your hardware updated with the

latest patches and updates. Being reactive after a problem occurs can cost more to repair, not to mention the downtime it takes to get someone to your location. Preventative maintenance is much more cost effective.

### **Remote Management**

After the initial evaluation and configuration of your systems, almost 100% of the maintenance on your network is done remotely. This gives you the benefits of a full-time IT staff at a fraction of the cost.

### **Extend Performance**

Routine maintenance not only enhances performance, it extends the life of your equipment by keeping it in top operating condition. Scheduled analysis and maintenance is necessary to keep any system free of preventable attacks by applying new updates and patch fixes. Preventative maintenance will be done on a regular basis to all servers, workstations. Each department will be contacted to schedule these updates after hours. You will be asked to leave your system on and updates will be done remotely. This will include updates for Windows, virus software, malware removal, and disk cleanup.

### **Fixed Monthly Costs**

With a fixed monthly cost, budgeting for IT is easy and eliminates surprises. Most maintenance will be completed through remote access. The monthly service charge will include onsite visits when it is necessary, with no hidden charges or additional fees for telephone trouble shooting. Any emergency onsite service call will be made by next business day.

The County will receive an invoice on the first of each month with a breakdown of fee cost per department as outlined in said Agreement. Payment will be due by on or before the 15<sup>th</sup> of each month. Any hardware needed will be preapproved before ordering and will be sent directly to the designated office. Each office's monthly fee will include the service for replacement of any defective hardware. Hardware will be priced at my cost, plus freight. Clay County will be billed through their account with Bass Computers for all hardware purchased. If it is necessary to build a new system there will be a \$50.00 service charge. This will be the only additional fees charged outside the monthly fees as stated above.

**All parts and equipment are based on direct purchase/government pricing.**

Submitted By: Ashley Culley

## **Scope of Work**

### **Sheriff**

Routine maintenance, up to 3 servers, will include all windows updates, security updates, anti-virus updates.

Maintain entire sheriff domain including exchange email, and file sharing. Create new users, create and maintain user mailboxes, maintain security and sharing rights for files and forms located on the server

Maintain backup appliance. Check back up information daily to make sure every backup is completed without error.

Maintain email spam filter. Updates, flow control and allowed email list.

Routine maintenance on 17 desktop computers, 11 laptops and 1 Dell tablet will include all windows updates, anti-virus updates, and trouble shoot and repair any problems. Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

### **EMO/Veterans**

Routine maintenance on 3 desktop computers and 1 Dell tablet will include all windows updates, anti-virus updates, trouble shoot and repair any problems.

Backup all files located on the fileserver nightly.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

### **County Judge**

Routine maintenance on 3 computers will include all windows updates, anti-virus updates, trouble shoot and repair any problems.

Backup all files located on the fileserver nightly.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

#### **District Clerk and District Judge**

Routine maintenance, 1 server, will include all windows updates, security updates, anti-virus updates.

Create new users, maintain current users, and maintain security and sharing rights for files and forms located on the server.

Backup server used for LGS Images, user files using Barracuda backup appliance

Routine maintenance on 4 desktop computers and 2 laptop will include all windows updates, anti-virus updates, and trouble shoot and repair any problems. District Judge- routine maintenance on 2 desktop and 1 laptop computers will include all windows updates, anti-virus updates, and trouble shoot and repair any problems.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

#### **Constable**

Routine maintenance on 1 desktop and 1 Dell tablet will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems. Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

#### **Maintenance**

Routine maintenance on 1 desktop will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems. Parts are not included in maintenance agreement.

Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

### **Clay County Network**

Maintain network connection between sheriff's office and EMO/Veterans; maintain network connection from sheriff's office to main courthouse. Maintain 3 managed switches 1-located sheriff's office, 1-located courthouse wiring closet, 1-EMO/Veterans. (Includes any firmware updates on devices.)

Maintain firewall, located in sheriff's office, which serves as main security device for sheriff; EMO/Veterans; all computers in main courthouse; and library. Cost includes all firmware updates, security updates, malware updates, and web filtering. Also includes maintenance of internet from firewall to all Clay County, library, EMO/Veterans, sheriff's office and Clay County Courthouse users. Maintains all VPN access for outside counties, and District Judge. Maintenance for Barracuda Spam filter and Barracuda Backup which includes all firmware updates and security updates

Maintain Clay county wireless network located in the Sheriff's Office, EMO, Courthouse, Annex

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

### **Clay County Annex**

Routine maintenance 2 Servers will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems. Second server is used for fileserver for Tax office, JP office, County Judge and runs Treasures Hill Country software.

Nightly backup for both servers.

Maintain entire Clay County Courthouse Annex Domain. Create new users, create and maintain user's mailboxes, maintain security and sharing rights for files or forms in any located on the server.

Maintain network connection between sheriff's office and clay county courthouse annex. Maintain 2 Hp switches located in the server room at the courthouse annex. (Includes any firmware updates on devices) Maintain firewall located in the sheriff's office, which will serve as the main security device for the courthouse annex. Includes maintenance of internet from firewall to courthouse annex users. Maintains all VPN access for outside agencies.

Routine maintenance 2 State loan computers used as public view stations. Includes all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems. These computers are owned by the state so the warranty is held by the state.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals.

### **Treasurer**

Routine maintenance, 2 desktop computers will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems

Create new users, maintain current users, and maintain security and sharing rights for files and forms located on the server.

Backup server used for Hill Country, user files using Barracuda backup appliance

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, animals.

### **Tax Office**

Routine maintenance, 1 desktop computer 1 Laptop will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems.

Create new users, maintain current users, and maintain security and sharing rights for files and forms located on the server.

Backup server used for voter registration, user files using Barracuda backup appliance

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals.

### **Voting Administrator**

Routine maintenance, 1 desktop computer will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems.

Create new users, maintain current users, and maintain security and sharing rights for files and forms located on the server.

Backup server used for voter registration, user files using Barracuda backup appliance

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals.

### **Juvenile**

Routine maintenance, 1 desktop computer will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems.

Maintain Point to Point VPN used for JCMS software.

Create new users, maintain current users, and maintain security and sharing rights for files and forms located on the server.

Backup server used for voter registration, user files using Barracuda backup appliance

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals.

### **JP Office**

Routine maintenance, 4 desktop computers will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems.

Support to 3<sup>rd</sup> party vendor, Tyler Technologies incode. Any support required by Tyler Technologies, 2 cash drawers, 3 receipt printers, and label printers. Installation of any new incode software updates as required.

Backup all files and scan on fileserver nightly.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

### **Auditor Office**

Routine maintenance, 1 desktop computer will include all windows updates, security updates, anti-virus updates, and trouble shoot and repair any problems.

Backup all files on local desktop computer.

Parts are not included in maintenance agreement. Installation of network lines, labor for repair of network lines, any network cabling is not included in the maintenance agreement.

Will not be responsible for printers, personal desktop or network. Will not be responsible for realignment of radios due to weather, or animals

**All parts and equipment are based on direct purchase/government pricing.**