

Managed Infrastructure Services

TTI Presentation

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Bottom Line Up Front: Enterprise Infrastructure Managed Services

Vendor	Multi-Vendor Award Layer 3, Verizon, Netsync, Logicalis Inc., CST, Management Applications, Sigma Solutions, Recruiting Source Intl, 22 nd Century Technologies Inc.
Purpose:	The City IT Services organizations seek to control IT cost utilizing on-demand service models, optimize and control labor cost , implement and improve resiliency , manage risks , improve response time for IT support, and continually audit, protect, and maintain operational systems and services.
Contract Amount:	\$ 21,787,448.70 over the initial 5-year contract term
Departments Using	HAS, HITS, HPD, and PWE
Amendment Term:	5 Years with 2 renewal options*
MWBE Goal	24%

*if we exercise the option years we will request Council action to add additional spending authority.

Managed Services Partners



Key Managed Infrastructure Services Core Components

Enterprise Infrastructure Managed Services Agreement

Data Center Operation Services

Supports the monitoring, maintenance, and management of services for the City's core enterprise data centers. This includes HVAC, mechanical and electrical service / support, and on-call as needed support.

Server, Storage, and Backup Services

- Consulting services including design and engineering for servers, storage, and data backup services.
- Project Management and Implementation services
- Patch management (including endpoints)

Network Services

- On call tier II and tier III services to support ad hoc projects (both operational and capital) in support of the City of Houston's stabilization and strategic efforts.
- 2nd and 3rd shift on-call monitoring and support.

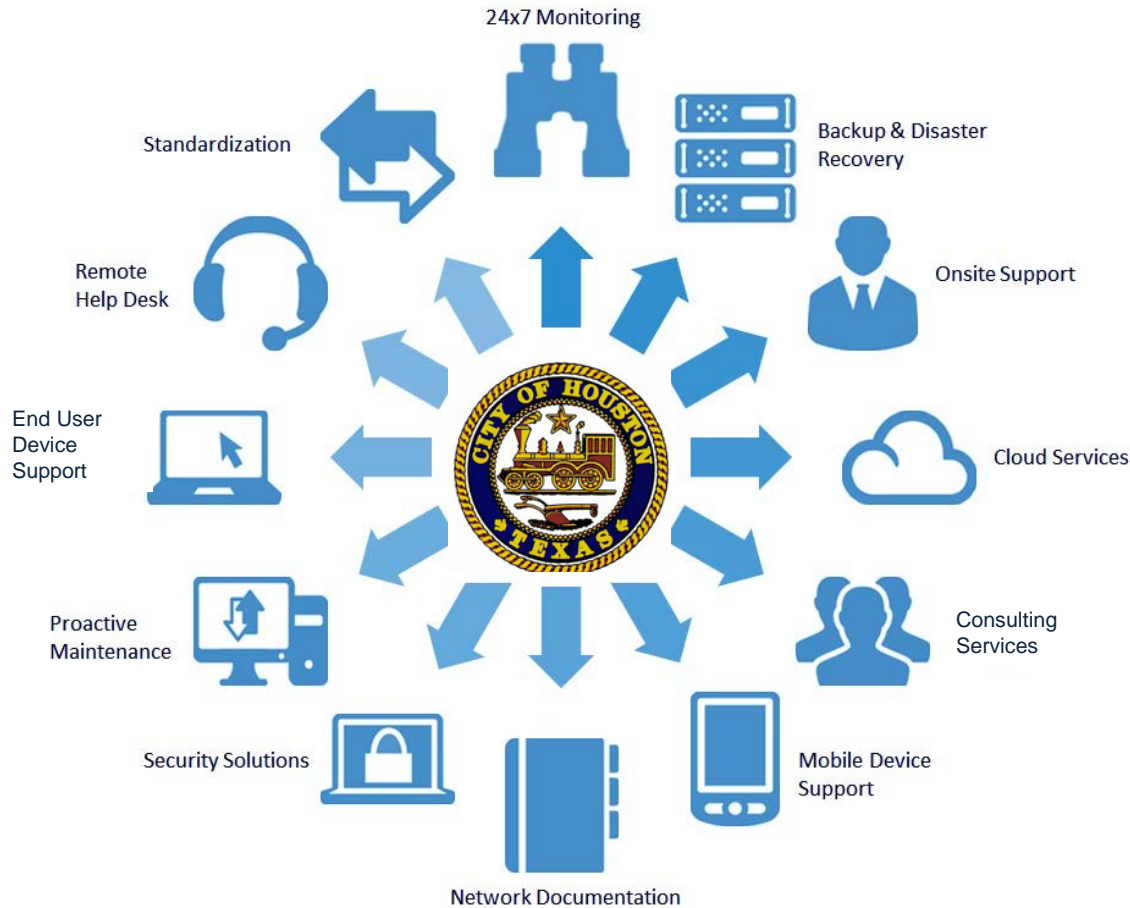
End User Support Services

- Extended support services to enhance the response time of support calls for end users including desktop support, endpoint application support, patch management, end user device deployments, etc.

Premium Technical Support

- 24x7 telephone and on-site support for Critical and High severity issues

What does the City's IT landscape look like?



COH Service Landscape

- Approximately 16,000 connected users.
- 1,900 wired networks
- 560 wireless networks
- 375 City of Houston supported facilities
- 7,793 of HITS supported cell and data devices
- 2,174 HITS supported end user computing devices
- 3 Defined Data Centers
 - HEC
 - Cyrus One
 - 1301 Fannin
- 976 HITS Supported Servers

5-year Planned Spending Forecast

Vendor		Multi-vendor Award						
		Annual contractual increase %						
Dept.	Fund	Itemized details	FY2018	FY2019	FY2020	FY2021	FY2022	Totals
HITS	1800	Professional Services, Infrastructure Support to include all in-scope services.	\$ 1,225,000.00	\$ 650,000.00	\$ 650,000.00	\$ 1,636,000.00	\$ 1,218,000.00	\$ 5,379,000.00
	1002	Managed Services / Maintenance / Support	\$ 160,000.00	\$ 850,000.00	\$ 850,000.00	\$ 850,000.00	\$ 850,000.00	\$ 3,560,000.00
PWE	2301	Professional Services, Infrastructure Support to include all in-scope services.	\$ 484,323.00	\$ 556,200.00	\$ 522,886.00	\$ 590,073.00	\$ 607,775.00	\$ 2,761,257.00
	8300	Professional Services, Infrastructure Support to include all in-scope services.	\$ 700,000.00	\$ 557,000.00	\$ 265,225.00	\$ 273,182.00	\$ 281,377.00	\$ 2,076,784.00
HPD	1800	Professional Services, Infrastructure Support to include all in-scope services.	\$ 100,000.00	\$ 570,000.00	\$ 250,000.00	\$ 250,000.00	\$ 250,000.00	\$ 1,420,000.00
	1000	Professional Services, Infrastructure Support to include all in-scope services.		\$ 105,000.00	\$ 90,000.00	\$ 90,000.00	\$ 90,000.00	\$ 375,000.00
HAS	8001	Professional Services, Infrastructure Support to include all in-scope services.	\$ 600,000.00	\$ 800,000.00	\$ 800,000.00	\$ 800,000.00	\$ 800,000.00	\$ 3,800,000.00
Contingency	Contingency (15%)			\$ 613,230.00	\$ 514,216.65	\$ 673,388.25	\$ 614,572.80	\$ 2,415,407.70
Total			\$ 3,269,323.00	\$ 4,701,430.00	\$ 3,942,327.65	\$ 5,162,643.25	\$ 4,711,724.80	\$ 21,787,448.70

Managed Infrastructure Services Contract

Questions?