



**Purchasing Division
200 W. Willis Street
Leander, TX 78641
www.leandertx.gov**

Solicitation #S15-015

**REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY
MANAGED NETWORK SERVICES**

Responses Due: March 26, 2015



**REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY MANAGED NETWORK SERVICES**

PART I

GENERAL

1. **PURPOSE:** The City of Leander, herein after “City”, seeks to enter into an agreement with a qualified Individual, Firm or Corporation, herein “Respondent”, to provide on-site and remote technician support for the City’s Information Technology Networks, herein “Networks”. Successful respondent shall provide 40 hours-per-week of on-site Network Support, herein “Support”, during the City’s business operating hours and remote Support year-round, 24/7/365, as specified herein.
2. **BACKGROUND:** The City of Leander consists of twenty-four (24) departments, Attachment C, that utilize a variety of Networks. Those Networks include but are not limited to the list found on Attachment D herein. Additional insight into the City’s departments can be found on the City website located at: <http://www.leandertx.gov>. Historically, the City has sought to outsource Support to maintain staffing levels and for the added benefit of round-the-clock assistance with systems that are particularly critical to the Police Department and Fire Department.

The need for outsourcing Support continues and is anticipated for several years to come. The City anticipates and strives to hire in-house network support employees in the future, however, at which time the outsourcing needs will diminish but are anticipated to continue in some capacity. As this transition occurs the City seeks a relationship with a respondent that can facilitate this goal and adjust accordingly.

The City currently employs an Information Technology Manager on staff that will oversee the Support and information technology management decisions.

3. **DEFINITIONS, TERMS AND CONDITIONS:** By submitting a response to this solicitation, the Respondent agrees that the City’s standard Definitions, Terms and Conditions, in effect at the time of release of the solicitation, shall govern but shall be superseded by those terms and conditions specifically provided for otherwise within this solicitation, in a separate agreement or on the face of a purchase order. The City’s Definitions, Terms and Conditions are herein made a part of this solicitation and can be found on the City’s website by visiting <http://www.leandertx.gov/rfps>.
 - 3.1. Any exception to or additional terms and conditions attached to the response will not be considered unless respondent specifically references them on the front of the Solicitation Document. **WARNING:** Exception to or additional terms and conditions may result in disqualification of the response.

4. **ATTACHMENTS:**

Attachment A: Reference Sheet
Attachment B: Price Proposal Form
Attachment C: City Departments
Attachment D: Network Systems
Attachment E: City Holidays
Attachment F: 30-Day Zendesk Ticket Volume

5. **CLARIFICATION:** For questions or clarifications of specifications, you may contact:

Joy Simonton
Purchasing Agent
City of Leander
Telephone: 512-528-2730
jsimonton@leandertx.gov

The individual listed above may be contacted by telephone or visited for clarification of the specifications only. No authority is intended or implied that specifications may be amended or alterations accepted prior to solicitation opening without written approval of the City of Leander through the Purchasing Department.

6. **RESPONDENT REQUIREMENTS:** The opening of a solicitation shall not be construed as the City's acceptance of such as qualified and responsive.

- 6.1. Respondents shall be firms, corporations, individuals or partnerships normally engaged in the preparation of municipal comprehensive plans.
- 6.2. Respondents shall maintain staffing levels to provide prompt, efficient service to the City.
- 6.3. In order to assure the City does not encounter shipping delays, service delays or other unforeseen problems that can occur with out-of-area or foreign vendors, Respondent shall be located within:

60 Miles from Leander, Texas 78641

120 Miles from Leander, Texas 78641

United States

7. **BEST VALUE EVALUATION AND CRITERIA:** Respondents may be required to make an oral presentation to the selection team to further present their qualifications. These presentations will provide the Respondent the opportunity to clarify their proposal and ensure a mutual understanding of the services to be provided and the approach to be used.

All solicitations received may be evaluated based on the best value for the City. In determining best value, the City may consider:

- Proposed fees;
- Reputation of Respondent and of Respondent's services;
- Quality of the Respondent's services;
- The extent to which the services meet the City's needs;
- Respondent's past relationship with the City;

- Any relevant criteria specifically listed in the solicitation.
- 7.1. The City reserves the right to reject any or all responses, or delete any portion of the response, or to accept any response deemed most advantageous, or to waive any irregularities or informalities in the response received that best serves the interest and at the sole discretion of the City.
8. **COMMITTEE REVIEW:** An evaluation committee will review each response for solicitation compliance and technical scoring in each category using the following weighted criteria. A consensus score will be assigned to each response.
- | | |
|--|------------------|
| 8.1. Proposed Fee | 25 Points |
| 8.2. Project Team Qualifications | 40 Points |
| 8.3. Proposed Approach and Service Level | 20 Points |
| 8.4. References | 15 Points |
- The evaluation process may reveal additional information for consideration. The City reserves the right to modify, without notice, the evaluation structure and weighted criteria to accommodate these additional considerations to serve the best interest of the City.
9. **AGREEMENT TERM:** The terms of the awarded agreement shall include but not be limited to the following:
- 9.1. The term “agreement” shall mean the executed contract awarded as a result of this solicitation and all exhibits thereto. At a minimum, the following documents will be incorporated into the agreement:
- 9.1.1. Solicitation document, attachments and exhibits;
 - 9.1.2. Solicitation addendums, if applicable;
 - 9.1.3. City’s Definitions, Terms and Conditions;
 - 9.1.4. Successful Respondent’s submission.
- 9.2. The initial term of the resulting agreement shall be two (2) consecutive twelve (12) month period(s) from the effective date. The agreement may be renewed for three (3) additional periods of time, not to exceed twelve (12) months each, provided the parties agree in writing prior to the expiration of the current term.
- 9.3. The City reserves the right to review the Respondent’s performance at the end of each twelve (12) month period and **cancel all or part of the agreement(s)** or continue the agreement through the next period.
- 9.4. If the Respondent fails to perform its duties in a reasonable and competent manner, the City shall give written notice to the Respondent of the deficiencies and the successful Respondent shall have thirty (30) days to correct such deficiencies. If the Respondent fails to correct the deficiencies within the thirty (30) days, the City may terminate the agreement by giving the Respondent written notice of termination and the reason for the termination.
- 9.5. If the agreement is terminated, for any reason, respondent shall turn over all material, records and deliverables created to date within fifteen (15) working days after completion of duties through the termination date.
10. **AWARD:** The City reserves the right to enter into an Agreement or a Purchase Order with a single award, split awards, non-award, or use any combination that best serves the interest and at the sole discretion of the City. Award announcement will be made upon City Council approval of staff recommendation and executed agreement. Award announcement will appear on the City’s website at <http://www.leandertx.gov/rfps>.

11. **DELIVERY AND ACCEPTANCE:** Acceptance inspection of each deliverable should not take more than thirty (30) working days. The vendor will be notified within this time frame if the goods delivered are not in full compliance with the specifications. If any agreement or purchase order is canceled for non-acceptance, the needed good may be purchased elsewhere and the vendor may be charged full increase, if any, in cost and handling.
12. **PROMPT PAYMENT POLICY:** Payments will be made in accordance with the Texas Prompt Payment Law, Texas Government Code, Subtitle F, Chapter 2251. The City will pay Vendor within thirty days after the acceptance of the supplies, materials, equipment, or the day on which the performance of services was completed or the day, on which the City receives a correct invoice for the supplies, materials, equipment or services, whichever is later. The Vendor may charge a late fee (fee shall not be greater than that which is permitted by Texas law) for payments not made in accordance with this prompt payment policy; however, this policy does not apply to payments made by the City in the event:
 - 12.1. There is a bona fide dispute between the City and Vendor concerning the supplies, materials, services or equipment delivered or the services performed that causes the payment to be late; or
 - 12.2. The terms of a federal agreement, grant, regulation, or statute prevent the City from making a timely payment with Federal Funds; or
 - 12.3. There is a bona fide dispute between the Vendor and a subcontractor or between a subcontractor and its suppliers concerning supplies, material, or equipment delivered or the services performed which caused the payment to be late; or
 - 12.4. The invoice is not mailed to the City in strict accordance with instructions, if any, on the purchase order or agreement or other such contractual agreement.
13. **NON-APPROPRIATION:** The resulting Agreement is a commitment of the City's current revenues only. It is understood and agreed the City shall have the right to terminate the Agreement at the end of any City fiscal year if the governing body of the City does not appropriate funds sufficient to purchase the estimated yearly quantities, as determined by the City's budget for the fiscal year in question. The City may affect such termination by giving Vendor a written notice of termination at the end of its then current fiscal year.

PART II

SCHEDULE

1. **SOLICITATION SCHEDULE:** It is the City's intention to comply with the following solicitation timeline:

1.1. Solicitation released	February 26, 2015
1.2. Pre-Solicitation Meeting	March 12, 2015
1.3. Deadline for questions	March 16, 2015
1.4. City responses to all questions or addendums	March 18, 2015
1.5. Responses for solicitation due at or before 3:00 PM	March 26, 2015

All questions regarding the solicitation shall be submitted in writing at or before 5:00 PM on the due date noted above. A copy of all the questions submitted and the City's response to the questions shall be posted on our webpage, <http://www.leandertx.gov/rfps>. Questions shall be submitted to the City contact named herein.

The City reserves the right to modify these dates. Notice of date change will be posted to the City's website.

2. **PRE-SOLICITATION MEETING:** A **non-mandatory** pre-solicitation meeting will be held to fully acquaint Respondents with the unique needs of the City. The pre-solicitation meeting will be conducted on:

March 12, 2015 at 10:00 AM
City of Leander
City Hall
200 W. Willis Street
Leander, TX 78641

 - 2.1. The City considers this pre-solicitation meeting **non-mandatory**.
 - 2.2. It is the responsibility of the Respondent to be familiar with the specifications herein and to ask any relevant questions they may have concerning this solicitation.
3. **SOLICITATION UPDATES:** Respondents shall be responsible for monitoring the City's website at <http://www.leandertx.gov/rfps> for any updates pertaining to the solicitation described herein. Various updates may include addendums, cancelations, notifications, and any other pertinent information necessary for the submission of a correct and accurate response. The City will not be held responsible for any further communication beyond updating the website.
4. **RESPONSE DUE DATE:** Signed and sealed responses are due at or before **3:00 PM**, on the date noted above to the Purchasing Department. Mail or carry sealed responses to:

FedEx, UPS or Hand Deliver to:

City of Leander
Purchasing Department
200 W. Willis
Leander, Texas 78641

Mail to:

City of Leander
Purchasing Department
PO Box 319
Leander, TX 78646

 - 4.1. Responses received after this time and date shall not be considered.
 - 4.2. Sealed responses shall be clearly marked on the outside of packaging with the Solicitation title, number, due date and "**DO NOT OPEN**".
 - 4.3. Facsimile or electronically transmitted responses are **not acceptable**.
 - 4.4. Late responses will be returned to Respondent unopened if return address is provided.
 - 4.5. Responses cannot be altered or amended after opening.
 - 4.6. No response can be withdrawn after opening without written approval from the City for an acceptable reason.
 - 4.7. The City will not be bound by any oral statement or offer made contrary to the written specifications.

5. **AGREEMENT NEGOTIATIONS:** In establishing an agreement as a result of the solicitation process, the City may:
 - 5.1. Review all submittals and determine which Respondents are reasonable qualified for award of the agreement.
 - 5.2. Determine the Respondent whose submittal is most advantageous to the City considering the evaluation criteria.
 - 5.3. Attempt to negotiate with the most responsive Respondent an agreement at fair and reasonable terms, conditions and cost.
 - 5.4. If negotiations are successful, enter into an agreement or issue a purchase order.
 - 5.5. If not successful, formally end negotiations with that Respondent. The City may then:
 - 5.5.1. Select the next most highly qualified Respondent and attempt to negotiate an agreement at fair and reasonable terms, conditions and cost with that Respondent.
 - 5.5.2. The City shall continue this process until an agreement is entered into or all negotiations are terminated.
 - 5.6. The City also reserves the right to reject any or all submittals, or to accept any submittal deemed most advantageous, or to waive any irregularities or informalities in the submittal received.
6. **POST AWARD MEETING:** The City and Respondent shall have a post award meeting to discuss, but not be limited to the following:
 - 6.1. Identify specific milestones, goals and strategies to meet objectives.
7. **COSTS INCURRED:** Respondent shall acknowledge that the issuance of a solicitation shall in no way obligate the City to award a contract or to pay any costs associated with the preparation of a response to said solicitation. The costs in developing and submitting proposals, preparing for and participating in oral presentations or any other similar expenses incurred by a Respondent are the sole responsibility of the Respondent and shall not be reimbursed by the City.

PART III

SPECIFICATIONS

1. **SCOPE:** Maintenance, monitoring, troubleshooting, repair, and any required set-up and installation of new platforms for the City's Network. Services shall include but not be limited to:
 - 1.1. Zendesk: Respondent shall utilize the City's Information Technology Helpdesk ticket system, currently Zendesk, that is part of the City's network. Unlimited tickets for helpdesk shall be available to City. Current average monthly ticket volume is 125, per Attachment F herein.

In the event the City chooses to change to a different system, new system shall apply as Zendesk does. Zendesk provides for ticket numbers, routing, tracking, priority ranking and escalation of issues.
 - 1.2. On-site Support: Successful respondent shall provide on-site staffing for a minimum of 40 hours per week, Monday through Friday 8:00 AM to 5:00 PM. City anticipates that one staff person will be able to manage the Helpdesk ticket volume and associated projects. City shall provide work station for said staff person at Leander City Hall, 200. W. Willis Street, Leander, TX 78641. The City is closed for a number of holidays. On-site support will not be needed

during these holidays. Holidays are herein included as Attachment E. Respondent shall provide hourly price proposal for On-site Support.

- 1.3. On-site Support Travel: City departments are located throughout the City in different buildings. No locations, however, are more than 4 miles from each other. City shall not reimburse for fuel or mileage or other travel related expenses required between sites. Respondent's liability coverage shall apply to on-site Support staffer.
- 1.4. Remote Support: 365-day, year-round, 24-hour per day Remote Support is required of the successful respondent. Immediate response is required for a remote support call from the City 24-hours per day.
- 1.5. Emergency Support: After-hours and Emergency Support requested outside the hours of Monday through Friday 8:00 AM to 5:00 PM shall be billed on an hourly basis in 15-minute increments. Respondent shall provide hourly price proposal for Remote and Emergency Support. Should On-site Emergency Support be required, respondent shall provide response time of no more than **60 minutes**.
2. **HARDWARE**: In the event that the City seeks to purchase Network hardware, City may seek competitive quote from successful respondent but is not obligated to purchase from successful respondent. Respondent shall provide price proposal for mark-up over cost to City for hardware.
3. **SOFTWARE**: In the event that software is needed, City may seek competitive quote from successful respondent but is not obligated to purchase from successful respondent. Respondent shall provide price proposal for mark-up over cost to City for software.
4. **MONITORING SUPPORT**: Successful respondent shall provide on-going monitoring of Network and devices. Critical alerts shall be provided to the City's IT Manager in a timely manner of any potentially problematic issues facing the City's Network. This may include but is not limited to: storage, back-up power and expiring licenses.
5. **CURRENT SYSTEM STANDARDS**: The City assumes but does guarantee the following Network configurations. This information is provided to offer an overview of the City's functionality.
 - 5.1. All Servers with Microsoft Windows Operating Systems are estimated to be running Windows 2003 Server or later, and have all of the latest Microsoft Service Packs and Critical Updates installed;
 - 5.2. All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems are running Windows XP Pro or later, and have all of the latest Microsoft Service Packs and critical updates installed;
 - 5.3. All Server and Desktop Software are Genuine, Licensed and Vendor-Supported.
 - 5.4. The environment has a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protecting all Desktops, Notebooks/Laptops, and Email;
 - 5.5. The environment has a currently licensed, Vendor-Supported Server-based Backup Solution that can be monitored, and send notifications on job failures and successes;
 - 5.6. The environment has a currently licensed, Vendor-Supported Hardware Firewall between all Internal Networks and the Internet;
 - 5.7. All network devices, as well as any servers, have an appropriately sized battery backup unit that supports monitoring and email alerting;
 - 5.8. All Wireless data traffic in the environment is securely encrypted;
 - 5.9. Outside static IP address(s) assigned to the clients' network(s), allows for remote access and trouble shooting.

6. **STAFFING REQUIREMENTS:** All Respondent staff, both on and off site that provide Support to the City shall possess at least one industry certification from Microsoft, Cisco, VMWare, CompTIA or comparable certification authority.
7. **DISASTER RECOVERY PLAN:** Respondent shall be able to provide a comprehensive technology recovery plan and strategy to restore hardware, applications and data in the event of a disaster or Act of God. Recovery plan shall detail the time needed to meet the business recovery needs.
8. **FEES:** The City seeks a fee proposal for the Scope of Work specified herein. The City also seeks the flexibility to request addition services on an as-needed basis for assistance with large projects as they arise. Respondent agrees to quote special projects on an as needed basis using the hourly rates provided in their response. Respondent shall also provide price proposal for 20-hours per week of On-Site Support that may be required in the future.
9. **INVOICING:** Successful respondent shall invoice the City every thirty (30) days for services rendered.

PART IV

RESPONSE REQUIREMENTS

1. **SOLICITATION SUBMISSION REQUIREMENTS:** To achieve a uniform review process and obtain the maximum degree of comparability, the responses shall be organized in the manner specified below. Responses **shall not exceed twenty (20) pages** in length (excluding title page, index/table of contents, work sample attachments (on CD) and dividers). Information in excess of those pages allowed will not be evaluated. One page shall be interpreted as one side of a printed, 8 1/2" X 11" sheet of paper. It is recommended that responses not be submitted in ringed binders or metal spirals to conserve cost for both the Respondent and the City.

The Respondent shall submit **one (1) original signed paper copy and three (3) copies** of its Response.

In addition, the Respondent shall submit one (1) CD, each containing a complete copy of Respondent's submission in an acceptable electronic format (PDF, RTF, TXT, DOC, XLS). A complete copy of the Response includes all documents required by this Solicitation. The CD shall be titled: "SOLICITATION NUMBER - Complete copy of [Name of Respondent]'s submission."

Failure to provide a CD may result in disqualification for award.

If supplemental materials are included with the Response, each CD must include such supplemental materials. The Response and accompanying documentation are the property of the City and will not be returned.

- 1.1. Title Page (1 page) – Show the solicitation title and number, the name of your firm, address, telephone number(s) name of contact person and date.

TAB #1

- 1.2. Letter of Transmittal (1 page) – Identify the services for which the solicitation has been prepared.

- 1.2.1. Briefly state your firms understanding of the services to be performed and make a positive commitment to provide the services as specified.

- 1.2.2. Provide the name(s) of the person(s) authorized to make representations for your firm, their title(s), address, telephone number(s) and e-mail address.

- 1.2.3. The letter of transmittal shall be signed in permanent ink by a corporate officer or other individual who has the authority to bind the firm. The name and title of the individuals(s) signing the solicitation shall be clearly shown immediately below the signature.

TAB #2

1.3. Table of Contents (1 page) – Clearly identify the materials by Tab and Page Number.

TAB #3

1.4. Project Team Experience – Provide detailed information on the proposed Support team.

1.4.1. Respondent shall identify the Support team and provide a statement of qualifications for those individuals to include education, professional registrations and area of expertise and years of service in the respective field. An organizational chart of the proposed Support team shall be included.

1.4.2. Respondent shall identify any sub-contractors along with their expected services to the City for the scope of work on behalf of the firm. Sub-contractors shall be shown in the organizational chart.

1.4.3. Provide the name, address, telephone number and e-mail address of a primary contact for at least three (3) municipalities, or organizations of similar size, that have utilized similar services from your organization, including the proposed Project Manager, within the last two (2) years. Include a brief overview of the work performed with, at a minimum, a short description of the services provided, including total fee and methodology used for the projects. City of Leander references are not applicable. References may be checked prior to award. Any negative feedback received may result in disqualification of submittal.

TAB #4

1.5. Available Resources and Consultant Location – Respondent shall provide information on size, resources and business history of the firm.

TAB #5

1.6. Disaster Recovery Plan: Respondent shall provide overview of recommended disaster recovery plan in the event of an emergency or Act of God that damages the Network or data.

TAB #6

1.7. Cost Proposal– Respondent shall include a price proposal to provide services as described herein. Price proposal shall reflect the following Support options and shall be submitted on Attachment B:

1.7.1. Price per hour for 40-hours per week of On-site Support;

1.7.2. Price per hour for 20-hours per week of On-site Support;

1.7.3. Price per hour for Afterhours Support;

1.7.4. Price per hour for On-site Emergency Support;

1.7.5. Mark-up percentage on hardware purchases;

1.7.6. Mark-up percentage on software purchases

Respondent shall also detail any additional fees not covered by this outline that may be incurred.

PART V

CONFIDENTIALITY OF CONTENT

All documents submitted in response to a solicitation shall be subject to the Texas Public Information Act. Following an award, responses are subject to release as public information unless the response or specific parts of the response can be shown to be exempt from the Texas Public Information Act. Pricing is not considered to be confidential under any circumstances.

Information in a submittal that is legally protected as a trade secret or otherwise confidential must be clearly indicated with stamped, bold red letters stating "CONFIDENTIAL" on that section of the document. The City will not be responsible for any public disclosure of confidential information if it is not clearly marked as such.

If a request is made under the Texas Public Information Act to inspect information designated as confidential, the Respondent shall, upon request from the City, furnish sufficient written reasons and information as to why the information should be protected from disclosure. The matter will then be presented to the Attorney General of Texas for final determination.



**CITY OF LEANDER BID FORM – ATTACHMENT B
PURCHASING DEPARTMENT
200 W. Willis Street • Leander, Texas 78641**

SOLICITATION INFORMATION	Solicitation Number: #S15-015 Managed Network Services	RESPONDENT INFORMATION	Tax ID Number: _____
	Due Date: March 26, 2015		Business Name: _____
	Time: On or Before 3:00 PM CST		Address: _____
	Submit to: City of Leander Purchasing Division 200 W. Willis Street Leander, TX 78641 jsimonton@leandertx.org		Address: _____
			Contact: _____
			Telephone: _____
			Entity Type: _____
			E-mail: _____

HOW DID YOU HEAR ABOUT THIS SOLICITATION?	<input type="checkbox"/> Newspaper	<input type="checkbox"/> City's Website	<input type="checkbox"/> E-mail Announcement	<input type="checkbox"/> ESBD	<input type="checkbox"/> Other _____
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FIRST TIME RESPONDING TO CITY OF LEANDER?	<input type="checkbox"/> Yes <input type="checkbox"/> No	IS YOUR BUSINESS REGISTERED WITH TEXAS BID SYSTEM?	<input type="checkbox"/> Yes <input type="checkbox"/> No Register at: http://www.texasbidsystem.com
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Item #	Description	Unit of Measure	Unit Price	Total Quantity	Extended Price
1	On-site Support 40 Hours Per Week	Per Hour	\$	x 2080 Hours	\$
2	On-site Support 20 Hours Per Week	Per Hour	\$	x 1040 Hours	\$
3	Remote Support 24/7/365	Per Hour	\$	Per Hour	
4	Emergency Support 24/7/365	Per Hour	\$	Per Hour	
5	Mark-up Percentage on Hardware	Per Hour	\$	Per Hour	
6	Mark-up Percentage on Software	Per Hour	\$	Per Hour	

AUTHORIZED SIGNATURE	Print Authorized Individual Name: _____
	Authorized Signature: _____
	Date: _____

ATTACHMENT C

The image shows a screenshot of the City of Leander Texas website. At the top left is the city logo featuring a yellow star over a green hill and a blue river. To the right of the logo is the text "City of Leander Texas". Further right are links for "Home" and "Contact the City", and a search bar with a magnifying glass icon. Below this is a horizontal navigation bar with four tabs: "Our Community", "Business & Development", "Departments" (highlighted in blue), and "Connect". The main content area is divided into three columns. The left column lists: "City Council", "Boards and Commissions", "Meeting Agendas and Minutes", "Contact the City", and "Staff Directory". The middle column is titled "Departments A-H" and lists: "Animal Services", "City Manager", "City Secretary", "Code Enforcement", "Development Services", "Economic Development", "Engineering", "Finance", "Fire Department", "Golf Course", and "Human Resources". The right column is titled "Departments L-Z" and lists: "Library", "Municipal Court", "Parks and Recreation", "Permits/Building Inspection", "Planning", "Police", "Public Works", "Transit Oriented Development", "Urban Design", and "Utilities". On the right side of the content area is a photograph of a white signpost with two columns. The signpost has a top section with the city logo and text, and a bottom section that says "Administration Offices". The background of the signpost photo is a blurred image of a building and trees.

Home Contact the City

City of **Leander** Texas

Our Community Business & Development **Departments** Connect

City Council

Boards and Commissions

Meeting Agendas and Minutes

Contact the City

Staff Directory

Departments A-H

- Animal Services
- City Manager
- City Secretary
- Code Enforcement
- Development Services
- Economic Development
- Engineering
- Finance
- Fire Department
- Golf Course
- Human Resources

Departments L-Z

- Library
- Municipal Court
- Parks and Recreation
- Permits/Building Inspection
- Planning
- Police
- Public Works
- Transit Oriented Development
- Urban Design
- Utilities

Administration Offices

ATTACHMENT D

Network segments

- City Hall: 10.2.2.x
- Police station: 10.1.1.x
- Fire Admin: 10.3.3.x, 10.3.2.x, 10.3.1.x
- Fire admin wifi: 10.3.5.x
- FS1: 10.2.4.x
- FS2: 10.5.1.x
- LPL: 10.4.4.x, 192.168.30.x
- Parks/Rec: 10.8.1.x
- Public Works: 10.7.1.x
- golf course: 10.6.1.x
- cisco any connect asa (VPN): 10.3.254.x

Virtual servers and physical host servers

Crystal Falls	CFSERVER1	Golf Course		Server 2003
Citrix Server	CITY-CITRIX	City Hall		Server 2003
Exchange Server	EXCHANGE	City Hall		Server 2003
Incode Server	INCODE	City Hall		Server 2003
DC	LCH-DATA1	City Hall		Server 2003
Terminal Services	LCH-TS2	City Hall		Server 2003
Terminal Services	LCH-TS3	City Hall		Server 2003
Mailserver	LEANDERMAIL	City Hall		server 2008
Library Exchange/Mail	LPL1	Library		server 2003 SBS
file/print pubworks	LPWSERVER	Public Works		server 2003
ArcGIS/SQI/ENG	LPWSERVER2	City Hall		server 2003
GIS	LPWSERVER3	City Hall		server 2003
Incode Server	TCM-APP	City Hall		server 2008
Incode Server	TCM-DB	City Hall		server 2008
vcenter	VCENTER02	City Hall		server 2012r2
filtering	WEBSense1	Library		server 2003
	LPL-TLC	Library		server 2003
DC/DNS/DHCP, etc	LFDSEVER1	Fire Admin		server 2003
sharepoint	LFDSEVER2	Fire Admin		server 2003
files	LFDSEVER3	Fire Admin		server 2003
mobile cad	CPCOLNDRMBL	Police Dispatch		server 2003
cad query service	CPCOLNDRQIS	Police		server 2003

		Dispatch	
RMS	LPDRMS	Police	server 2003
files/legacy RMS/ DC	LPDSEVER2	Police	server 2003
Crash system	LPDCRASH	Police	server 2008
new DC	LCH-Security1	City Hall	server 2012r2
new file	LCH-File01	City Hall	server 2012r2
files/dc	LPDserver01	Police	server 2008

Physical Servers	service tag (if applicable)		location
LCH-TS2	hg3hkb1	PowerEdge 2850	City Hall
LCH-TS3	6jdt2b1	PowerEdge 2850	City Hall
City-Citrix	gzlhp81	PowerEdge 2850	City Hall
City Hall VMHost1	bfb89r1	PowerEdge R715	City Hall
City Hall VMHost2	dfb89r1	PowerEdge R715	City Hall
City Hall VMHost 3	hgg1dz1	PowerEdge R515	City Hall
LPDL3 VM Host	jzhwsc1	PowerEdge 1900	City Hall
LPL-TLC	4x1xkb1	PowerEdge 1800	Library
LPL1	i38gq61	PowerEdge 2900	Library
CFserver1	csbdww1	PowerEdge T320	Golf Course
LPDRMS	NA	HP Proliant ML370GG	Police
LPD VHMost 1	zg1vfz1	PowerEdge R620	Police
CPCOLNDRQIS	NA	HP Proliant	Police Dispatch
CPCOLNDRMBL	NA	HP Proliant	Police Dispatch
LFD Vmhost	c4nhwh1	PowerEdge T605	Fire Admin
LFDserver1	6t8whf1	PowerEdge 1900	Fire Admin

ATTACHMENT E

CITY OF LEANDER **“2015” HOLIDAY SCHEDULE**

- January 1, 2015 (Thursday) – New Years Day
- January 19, 2015 (Monday) – Martin Luther King Day
- April 3, 2015 (Friday) – Good Friday
- May 25, 2015 (Monday) – Memorial Day
- July 3, 2015 (Friday) – 4th of July (Observed)
- September 7, 2015 (Monday) – Labor Day
- November 11, 2015 (Wednesday) – Veterans’ Day
- November 26, 2015 (Thursday) – Thanksgiving
- November 27, 2015 (Friday) - Day after Thanksgiving
- December 24, 2015 (Thursday) - Christmas Eve
- December 25, 2015 (Friday) - Christmas Day

ATTACHMENT F

Overview

TICKET GROUP: All | TICKET VIA: All | ORGANIZATION: All | CUSTOMER: All

Tickets created last 30 days

125

▼ 15%

Median first reply time

2.0 hours

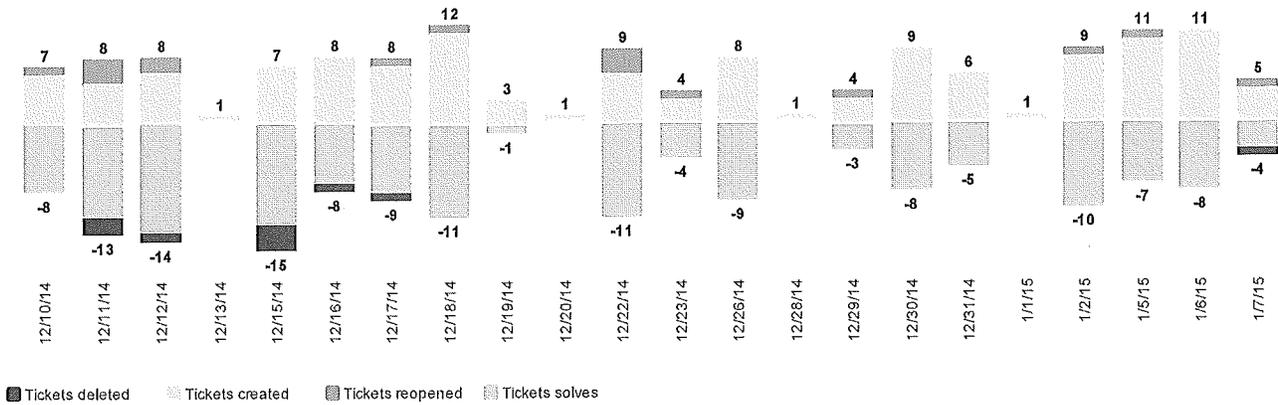
▼ 91%

Customer satisfaction

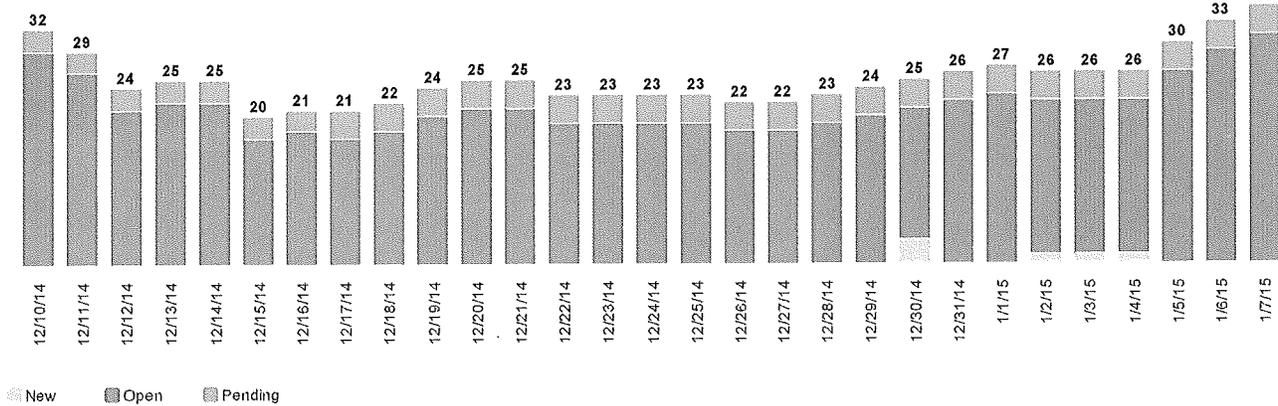
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Drill in supported

Daily ticket activity for the last 30 days



Daily historical backlog for the last 30 days



	Last 7 days			Last 30 days		
Tickets created	33	▲ 18%	+5	125	▼ 15%	-22
Tickets solved	25	▲ 4%	+1	123	▼ 17%	-25

End users added	2	▲ 100%	+1	12	▲ 33%	+3
Orgs added	0	-	-	0	-	-
Public comments	86	▲ 6%	+5	403	▼ 15%	-70
Active agents	2	-	-	2	-	-

Tags with rising usage

No data

Tags with falling usage

No data

Ticket channel overview

