

Proposal for IT Support & Consulting Services

Presented by: Luminary Mediaworks

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Submitted to: Mayor & City Councils

City of Jonesboro

1859 Center City Way,

Jonesboro GA 30236

Proposal Overview

At Luminary Mediaworks, we understand the essential role that IT infrastructure and support play in the daily operations of a growing city like Jonesboro. This proposal outlines a partnership that will offer both dedicated *IT Support Services* to maintain operational continuity and *IT Consulting Services* to strategically prepare for future growth. We are committed to providing the City of Jonesboro with responsive, proactive, and tailored IT solutions that are reliable, secure, and future-focused.

Proposed Monthly Retainer Fee

Monthly Retainer Fee for IT Support & Consulting Services:

\$5500 per month

Monthly Archived Website Hosting, SSL Certification, Cloud Service, and Maintenance

\$200 per month

I. Scope of Services

This proposal outlines two core areas of service: IT Support Services and IT Consulting Services, which will cover all current IT needs while also providing strategic guidance.

I. IT SUPPORT SERVICES:

Luminary Mediaworks will provide robust, day-to-day IT support across all levels of city operations. Our goal is to ensure system stability, timely resolution of issues, and optimized functionality for staff and departments. Below are specific tasks and areas covered under this service:

1. Help Desk Management

- Standard support hours: (Monday – Friday, 9:00 am to 5pm) with on-call emergency response.
- Ticket Submission and Tracking through email or direct call, with priority response for critical issues affecting City's Operations.
- A dedicated staff will provide on-site support for **up to 4 hours per day** to assist city employees with technical issues, focusing on ensuring smooth and reliable technology operation for each user. Services include:

2. User Assistance and Troubleshooting

- Printer and Scanner Support: Quickly resolve connectivity issues and driver malfunctions for key devices to minimize disruptions.
- Application Support: Manage and troubleshoot essential city applications, such as Microsoft 365, Envoy, and Courtware, Parallel, MinuteTraq, Motorola Solutions, etc... This includes address logins issues, password resets and functionality concerns across platforms.
- Troubleshoot and resolve hardware issues, such as computer overheating, component replacement, keyboard, Mouse and accessories and peripheral malfunctions to keep equipment running smoothly. This includes address issues and coordination with the vendor (Dell) and ensure seamless operation of office devices.

3. Network & Voice Infrastructure Management

- Luminary Mediaworks is currently co-managed services for the corporate office's network infrastructure. Luminary Mediaworks will handle all tasks related to overseeing and maintaining the network infrastructure components, including but not limited to:

- 24x7x4 Monitoring and Management for 1 Cisco voice gateway PSTN host
- 24x7x4 Monitoring and Management for 2 VMware-based server hosts
- 24x7x4 Monitoring and Management for 6 voice application servers
- 24x7x4 Monitoring and Management for 2 Meraki Firewalls
- 24x7x4 Monitoring and Management for 9 Meraki managed switches
- 24x7x4 Monitoring and Management for 4 managed switches for the City Park
- 24x7x4 Monitoring and Management for 7 managed Ubiquiti wireless bridges for the City Park

- 24x7x4 Monitoring and Management for 27 Meraki wireless APs
- 24x7x4 Monitoring and Management for 4 network-enabled UPSs
- Ensure the reliability of network and voice infrastructure, including Cisco Voice Gateways, VMware server hosts, Meraki Switches, Firewalls, and Wireless Bridges. Regular monitoring of networks components and security measures to safeguard against potential threats and disruptions.
- Coordination with Vendors: Partnered with Netplanner, Verizon and Dell for hardware installations network monitoring, and hotline set up to strengthen infrastructure.

4. Active Directory Management & Application Server Management:

Luminary Mediaworks will co-manage and deliver managed services for the account's cloud-based and on-premises Active Directory servers, application and print servers, and the physical hosts supporting the virtualized servers. Managed services for these servers include, but are not limited to:

- 24x7x4 Monitoring and Management for 1 VMware-based server hosts
- 24x7x4 Monitoring and Management for 5 virtualized application servers
- Maintain the directory, including user access, password resets, and troubleshooting.
- Monitor and manage application servers and cloud environments for high availability and reliability, including proactive support for software updates and issue resolution.
- Addressed network issues like domain logins, connectivity for Staff Computer Systems, and Virtual Server Access

5. Microsoft 365 Administration

Support for your Microsoft ecosystem will be managed efficiently, covering:

- License Management: Optimize license allocation and manage user permissions for Microsoft 365 applications to ensure secure and compliant access.
- Teams and Calendar Sync: Troubleshoot Teams, calendar, and mailbox issues to streamline daily communication and collaboration.

MICROSOFT 365 MANAGING

Luminary currently manages the following accounts:

- 43 Active E3 License
- 26 Exchange Online Plan
- 25 Exchange Online Archiving
- 48 Teams, Groups & Shared mailboxes

6. Cybersecurity and Data Retention

- Keeping the City's data secure is essential, and we will co-implement security protocols with NetPlanner including:
 - Data Backup & Retention: Maintain regular backups and data retention to protect critical information from loss.
 - Cyber Threat Management: Ongoing monitoring and detection of security threats, implementing preventive measures, and real-time resolution of any breaches.
 - Phishing Mitigation: Reviewed and Confirmed Phishing emails, alerted all staff and blocked threats as identified.
 - File Access Security: Updated access permissions for shared folders and ensured secure login for sensitive applications.

7. Website Content Updates

The City of Jonesboro's website is a critical channel for engaging with the public. Luminary Mediaworks provide:

- Routine Website Maintenance: Update content, such as job postings, public notices, and announcements, to reflect current and accurate information.
- Content Accuracy & Functionality Checks: Verify that links are functional, pages load properly, and information is accessible to all visitors.

Additional Services:

- Specialized Support for Council and Public Meetings: We will provide dedicated technical assistance during city council and public meetings, focusing on the seamless operation of AV equipment, sound systems, and network connections. This ensures uninterrupted service and professional-quality presentations during these important events.
- Livestreaming Services: Our team can manage livestreaming of council meeting sessions on platforms such as Facebook and YouTube, enabling real-time public engagement and transparent communication with citizens.

II. IT CONSULTING SERVICES

Our IT Consulting Services provide strategic insight and project support to help Jonesboro stay ahead of technology needs and trends. The services include 8 hours per week, with additional hours available at a rate of \$55 per hour. This includes:

1. Strategic IT Planning and Review

- Assessment of Current Systems: Evaluate existing infrastructure and make recommendations for improvements.

- Planning for Growth: Work with City leadership to develop an IT roadmap aligned with future city expansion and community needs.

2. Project Management for IT Initiatives

- Coordinated Project Oversight: Manage key projects, including network upgrades, software rollouts, and system overhauls to ensure smooth, on-time completion.

- Team Collaboration: Communicate with internal leadership and vendors to align project goals and provide updates throughout each phase.

- Opportunities for Innovation: Leverage third-party vendors to introduce cutting-edge technology solutions for city employees.

3. Cybersecurity and Data Compliance Advisory

- Security Protocol Recommendations: Advise on best practices for data protection, access controls, and compliance with federal, state, and municipal guidelines.

4. Training and Support Optimization

- Provide training sessions on security best practices, Microsoft 365, and other tools to increase digital competency.

- User Experience Optimization: Refine helpdesk processes based on user feedback, enabling efficient and user-friendly support.

5. Website Customizes Page Adjustments: Upon request, adjust website structure or add specific sections, such as court information or community event details, maintaining clarity and ease of use for residents.

III. ARCHIVED WEBSITE SERVICE

This service will be provided for Jonesboro's **Archived Website Service** (<https://jonesboroga-archived.com>) that includes secure monthly hosting of your archived site, SSL certification to protect data, cloud-based storage, and ongoing maintenance to ensure the archived site remains accessible and functional. The service is provided at a cost of \$200 per month.

IV. PROPOSED BENEFITS AND VALUES

By partnering with Luminary Mediaworks, the City of Jonesboro will receive a trusted IT service provider, offering:

- Reliability: Proactive support ensures minimized disruptions and dependable up time.

- Security: Strengthened defenses against cyber threats protect data, staff, and residents.
- Efficiency: Rapid troubleshooting for everyday technical issues supports productivity.
- Innovation: Consulting services that align with technological advancements and future city objectives.

V. NEXT STEP AND CONTRACT TERMS

If approved, Luminary Mediaworks will commence services on _____, 202 , with a 12-month commitment and renewal options available upon mutual agreement.

Acknowledgment of Agreement

Upon acceptance, both parties acknowledge their understanding and commitment to the terms herein.

City of Jonesboro

Signature: _____

Date: _____

Luminary Mediaworks

Signature: _____

Date: _____

We are excited to provide the City of Jonesboro with exceptional IT support and forward-thinking solutions. Luminary Mediaworks is dedicated to enhancing Jonesboro's technology landscape with a seamless, secure, and user-centered IT experience.