

Titus County IT Services Proposal 2015-2016

Kookaburra Technology, Inc.

2015 - \$56,500

February 2015 - 160 hours - \$8,000

- Responding to support tickets - 40 hours
- Inventory of all IT hardware - 20 hours
- Set up online backups - 25 hours
- Check up on oldest ¼ of PC Systems - 30 hours
- Check up on all Servers - 10 hours
- Website migration - 5 hours
- Email migration - 30 hours

March 2015 - 157 hours - \$7,850

- Responding to support tickets - 40 hours
- Check up on all network equipment/configuration - 20 hours
- Server maintenance - 3 hours
- Check up on the rest of the PC Systems - 90 hours
- Website maintenance - 4 hours

April 2015 - 93 hours - \$4,650

- Responding to support tickets - 30 hours
- Website upgrades - 20 hours
- Server maintenance - 3 hours
- Network maintenance - 3 hours
- Installation of PC health monitoring & remote access software on all PCs - 40 hours

May 2015 through Jan 2016 - 80 hours/mo - \$4,000/mo

- Responding to support tickets - 30 hours
- All systems maintenance - 20 hours
- Custom solutions/other - 30 hours

Additional IT Expenses - \$29,000 - purchased directly by county

- Replace 20% of PCs - \$16,800
- Replace 20% of peripherals (printers, scanners, etc) - \$5,000
- Network equipment - \$1,000
- Online backups - \$1,200
- Software purchases - \$5,000

Total for 2015: 1130 hours @ \$50/hr = \$56,500

Total 2015 IT Expenses: \$85,500 vs \$135,000 in 2013

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2016 - \$50,500

February 2016 - 130 hours - \$6,500

- Responding to support tickets - 20 hours
- All systems maintenance - 10 hours
- Physical check up on all PC systems - 70 hours
- Physical check up on servers - 10 hours
- Inventory all IT hardware - 20 hours

March 2016 through Jan 2016 - 80 hours/mo - \$4,000/mo

- Responding to support tickets - 30 hours
- All systems maintenance - 20 hours
- Custom solutions/other - 30 hours

Additional IT Expenses - \$20,000 - purchased directly by county

- Replace 20% of PCs - \$16,800
- Network equipment - \$2,000
- Online backups - \$1,200
- Network equipment - \$1,000
- Online backups - \$1,200
- Software purchases - \$5,000

Total for 2016: 1010 hours @ \$50/hr = \$50,500

Total IT Expenses: \$79,500 vs \$135,000 in 2013

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Included in this bid

- **Up to 40 hours per week of labor**
 - Hours before 7am, after 6pm, or on weekends count double toward weekly quota
 - Hours on federal holidays count triple toward weekly quota
 - Weekly hours beyond 40 are billed at \$75/hr
 - Not billed for after-hours / holiday hours if they fall within the 40 hours per week allotment.
- **Easy to use IT ticket system.**
 - Personnel can use the ticket system to submit a ticket and see the status of their tickets
 - If someone calls us with a problem, we will add it to the ticket system for them
- **Website hosting**
 - We will host the website on a fast, secure server at our own expense.
 - Current download speeds county documents are in the low 10's of KB/s.
 - Our webserver will allow downloads in the 10's of MB/s
 - That's a 1000x speed increase.
- **Setup of online backups**
 - County pays storage bill directly (estimated \$1,200/yr)
 - Backups are automated
 - Don't have to pay for after hours manual backups
 - Can be backed up much more frequently
 - Backups are secure, can be encrypted for additional security
 - Backups can be restored within hours
 - Online backups are several orders of magnitude more durable (cannot be lost) than traditional backup solutions
- **Email hosting**
 - We will host the county's email inboxes at our own expense
- **Website modernization**
 - The website currently uses a technology called "frames" which has been obsolete for over 10 years.
 - Modern tech is easier to maintain
 - More user friendly (including better for mobile devices)
 - More search engine compatible (people can find it on google easier)
 - Will look much better
- **"Custom Solutions"**
 - We'll work with departments to proactively meet their IT needs

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Why will it cost less in 2016?

A lot of work is required the first few months of the contract to migrate systems to better technologies. This accounts for the bulk of the increased 2015 price. However, we also anticipate a significantly larger number of support requests the first few months of our contract. As we inspect computers and fix problems, the number of support requests will decrease.

How will you be held accountable?

We believe in being open about our performance. Our ticket system will have publicly available stats on number of tickets in the queue, number of tickets completed each day, average amount of time to respond to a ticket, average number of re-opened tickets, and average time to fully complete a ticket. Additionally, we will do an inventory of all IT equipment yearly, which will be available on request.

How is Kookaburra Technology qualified to manage Titus County's IT infrastructure?

We are a private company that's been in business since 2010. Our primary business is online video games, but we are looking to diversify. We perform all the services we'll provide to the County for our own business. Twice a year at conventions we setup and maintain 50+ gaming PCs and the associated network. In our day-to-day operations, we run around 80 dedicated servers (around 20 windows servers, and the rest are Ubuntu linux servers - the kind of servers the county uses), over 300 virtual servers, a website that gets 3 million page views per month, and a host of other systems. We backup all our data online as it is generated throughout the day.

Overall, we are a technology company that happens to develop games as our primary business. Before we got into gaming, we did web development and technology consulting. In this capacity, we built websites and applications to help companies manage their data and increase productivity.

We have over 40 years of combined experience in the technology field.

Are you a local company?

Kookaburra Technology is based right here in Titus county, though our staff lives all over the world. The owner, Kurtis Welch, went to Chapel Hill High School, and his oldest daughter started Kindergarten at Chapel Hill this year.