GeekyourPC

Presented By: Gilmer Computer Tech

RFP - Information Technology Services 2019-2020

Transmittal Letter:

Gilmer Computer Tech
201 East Marshall
Gilmer, Texas 75644
(903) 680-5086
www.GeekYourPC.com

EIN - 46-1070923
State of Texas – 32049811048

Erin Wade
Owner/CEO
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Andrea Dan
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Paul Lilly
201 E. Marshall
Gilmer, Texas 75644
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(972) 795-1686

Gilmer Computer Tech fully understands the services required by Upshur County and is fully committed and prepared to provide each and every technical service specified in this proposal.
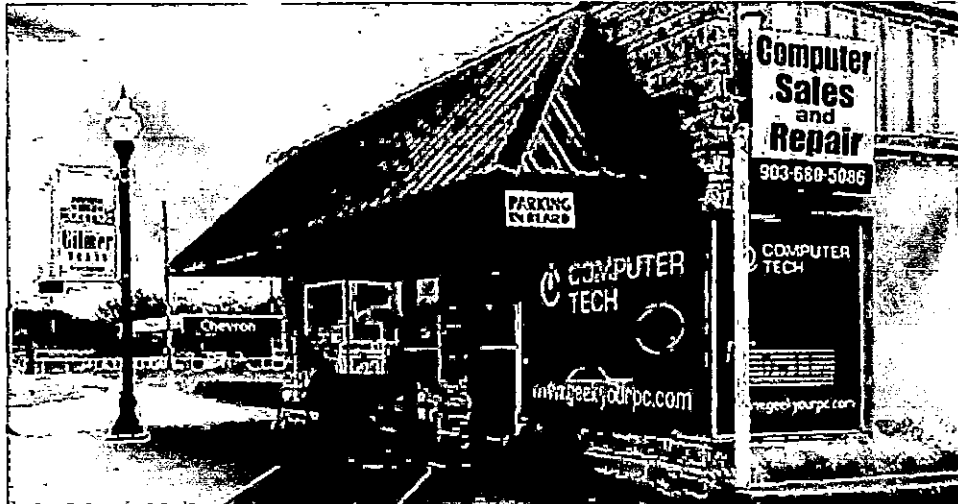
X_____   _9-13-2019_
      Erin Wade   Date
      Owner/CEO

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Gilmer Computer Tech is a Gilmer, Texas based IT company that offers Computer and Office equipment Sales & Repair, Network Management, Consulting, Maintenance Service contracts, and much more. It was purchased by Erin Wade in 2013. We have a staff of four inside technicians and four field technicians.

Our technicians handle the following on a daily basis:

DECOMMISSIONING SERVICES

When IT equipment is no longer useful, it must be disposed of properly. We dispose of equipment in a safe, environmentally responsible manner – often by recycling it – and the removal of sensitive data to ensure data security.

INSTALLATION & MOVE/ADD/CHANGE SERVICES

Our technicians have extensive experience implementing network & IT equipment and systems.

Gilmer Computer Tech configures and installs the full spectrum of data/voice/video equipment, racks/cabinets, and all of the wired & wireless network infrastructures needed to keep those devices on-line. We also install routers, switches, computers, printers and other critical business information technology systems.

REPAIR & EMERGENCY BREAK/FIX SERVICES

We recognize the sense of urgency our customers experience when a network or critical piece of equipment fails. Our technicians are skilled trouble-shooters and diagnosticians who quickly identify the cause of a technological failure, then perform the work needed to get things back to normal operations.

SOFTWARE

Gilmer Computer Tech has technicians well versed in software. The technicians can install and troubleshoot software for computers, laptops, servers, printers, and much more!

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REPLACEMENT & UPGRADE SERVICES
- Replacing a faulty cable run network switch or router.
- Replacement of a printer or workstation computer.
- Adding or relocating a user workstation.
- Updating a telephone system, software upgrades, programming and replacing outdated or dead cards.
- Replacing digital signage displays & digital menu boards in restaurants, retail stores and office environments.
- Upgrading a PC or Server to the latest Operating System.
- DMARC Extensions

Gilmer Computer Tech is heavily involved in the local community. They have created, prepared, and presented a number of Community Computer Classes to help local residence become familiar with not only their devices but to help them navigate the internet, social media, email, and several Microsoft Office applications. They also proudly support our troops and their families. Gilmer Computer Tech employs military spouses without question, knowing the trials they go threw during numerous moves to gain employment.

Gilmer Computer Tech was recently voted Best of East Texas 2019 in Home Electronics. A great accomplishment for this constantly growing company in Gilmer.

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Project:

CMiller Drilling

Start: 04/2017

Ongoing

Networking of all buildings to streamline operations and connectivity. Continued support and maintenance of all office equipment and IT needs on a daily basis.

Project:

FN Technologies

Start 09/2018

Ongoing

Providing on-site field technicians (24/7x365) for networking, software and hardware support and installation for multiple businesses on a contract basis in ETX, Louisiana, Arkansas and Oklahoma.

Project:

CC National

Start: 09/2017

Ongoing

Providing, planning and implementing and providing network and POS support for national chains such as Walmart, Sams, Dollar General and Best Buy

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Erin Wade

Owner/CEO

support@geekyourpc.com

(903) 680-5086   office
(903) 841-8648   mobile

Bio

Erin is originally from Louisiana and although she was not born and raised in Gilmer this is where she has called home for the past eight years. Erin has a Degree in Accounting and Business Management. She has a strong passion for technology.

Erin purchased Gilmer Computer Tech in 2013 and has not only grown the business exponentially through her own sweat and tears but also her exceptionally high work ethic and community involvement. She is a problem solver by nature and works tirelessly to get the job done.

Erin and her husband, Wesley, reside in Upshur County. They have eight children; seven boys and one girl. Four of their children have graduated from schools in Upshur County and four are currently enrolled in Gilmer Schools. Two of her sons are proudly serve in the United States Army.

Her focus in life is God, Family and Gilmer. When Erin is not at Gilmer Computer Tech, you can find her on the sidelines of a sporting event supporting her children and family. When she is not working or spending time with her family, Erin is heavily involved in planning and volunteering for fundraisers or community events.

In 2018, Erin founded the local women's group, Elevate. They are working together to grow Gilmer and to better the community through fundraising and community events that will bring more focus to the downtown area and encourages shopping local. For example, Elevate was behind the BBQ cook off that raised $4,500 for the Children's Advocacy Center in Gilmer. Elevate is also working on creating events that will bring more families to Gilmer and instill a sense of community in our town.

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Andrea Dan

Computer and Networking Technician

Andrea@GeekYourPC.com

(903) 680-5086   office
(757) 399-9651   mobile

Assigned Roll:

Technical Support
Programming
Consulting
Administrative Support

Bio

It would be fair to say that Andrea Dan is well educated and highly skilled when it comes to computer networking, hardware, software, and cybersecurity. She graduated top in her class from Thomas Jefferson High School in Tampa, Florida in 2002. Andrea then went on to receive a Computer Software Degree in 2004 which specialized in Microsoft Office, Adobe, Website Development, Data Entry, and Networking. She has since continued her education. She is currently in her Senior year of a Bachelor's in Computer Networking in Cybersecurity. She is a National Honor Society member and on the Dean's list. Andrea's Computer Software Degree covers a vast set of programs such as Microsoft Office, Windows XP, 7, 10, and Linux. She has also taken classes in Computer Programing, Computer Troubleshooting, Computer Networking, Networking Security, Ethical Hacking, Concepts and Applications of Information Technology, Digital Forensics, Programming, Cisco Devices, Windows Server: Installation and Storage, Windows Server: Identity, Linux System Administration, Concepts and Applications of Information Technology, and Game Design and Development. Andrea is currently an in-shop technician at Gilmer Computer Tech. Her attention to detail when it comes to computer networking, software, and hardware makes her an invaluable asset to Gilmer Computer Tech.

Andrea was born and raised in Tampa, Florida. After meeting and marrying her husband 2004 they spent the first 14 years of marriage raising their three children all over the world while separated frequently due to his colorful military career. Her husband, Justin, was raised in Gilmer before joining the military in 2001, so when he was medically retired due to injuries sustained on duty last year, they chose Gilmer as their forever home to raise their children. Andrea hardly has spare time between work, school, and her family, but when she does find the time, she is volunteering in the community, and helping those in need. She volunteers her services at her local church, Church of Power, by running and maintaining their systems and networking as well as creating the presentations for choir. She loves to fish, the outdoors, and traveling. To her, nothing is better than listening to the rain on a tin roof while reading a good book.

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Paul Lilly

Field Technician

Paul@GeekYourPC.com

(972) 795-1686   mobile

Assigned Roll:

Technical Support
Programming
Consulting
Outside Field Technician

Bio

Paul's family tells him that he was playing Super Mario before he could walk and ever since then he had a love for technology that only grew. Before Paul was even in High School, he was THE person to call for repairing electronics, making him the favorite grandchild. In High School, Paul was the guy that could always be found in the Technology building. Although, during this time, building computers and troubleshooting networks was only a hobby of his. After High School he wanted to expand his knowledge. Paul forged ahead and proceeded to take classes at Tarrant County College in Fort Worth, Texas. He received a certificate in Electronics Technology in 2016 completing his dream of turning his hobby into a profession. Since then, Paul has worked for a fortune 500 company, providing his services to their 1,000 plus stores around the country. Now he is continuing to learn and grow with Gilmer Computer Tech through the variety of daily jobs assigned by Erin Wade. Through all this, He still finds the time to help his family and friends as well as beat them in the latest Mario games.

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Gilmer Computer Tech Communications Technical Support and Call Out Procedures:

Help Desk:

Office: (903) 680-5086

M-F 8am-5pm

30 minutes or less response time.

On-Call and After-Hours Support

(903) 680-5086

2 hours or less response time.

Employee Contact Information:

Owner

Erin Wade   Mobile: Office: (903) 680-5086

Technician

Andrea Dan   Mobile: (757) 399-9651   Office (903) 680-5086

Technician

Paul Lilly   Mobile: (972) 795-1686

Our office is located on the square directly across the street from the court house in the city of Gilmer with Technicians living both in and outside of city limits ready for quick response times to each location as requested.

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Initial Assessment

Gilmer Computer Tech would start an initial assessment by inventorying each and every desktop, laptop, server, router, switch, cable, printer, etc. A record would be kept of each device used on the network with serial numbers, age of device, location, and name of user. An assessment of the network map/diagram, the system architecture and equipment would occur along with testing the life expectancy, capacity, speed, and current processes. Any vulnerabilities will be addressed as well as recommendations for improving routine support and eliminating emergency maintenance situations.

Desktop Application Support

All installation of desktop computers, laptops, mobile devices, printers, peripherals, and office software would be performed along with diagnostic and correction of desktop application problems, configuring desktop computers, laptops, mobile devices, and printers for standard applications. Gilmer Computer Tech will identify and correct user hardware (cost of replacement hardware and software, if needed, not included in this proposal) with advanced troubleshooting as needed. We will maintain an updated inventory of all computer related hardware and implementation of Help Desk procedures.

A ticketing system will be put into action, if one is not already in place. This process will log each issue as it occurs and maintain a database of the problem areas and devices. This way problems can be addressed before they occur and situations handled in a timely manner based on importance and time logged.

Server and Workstation Administrative Services

Gilmer Computer Tech will maintain and manage the network and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. (Cost of additional software, Windows re-installations, or images of a hard drive are not included in this proposal.)

Gilmer Computer Tech will schedule preventive maintenance for equipment in the area of coverage, which will be properly and promptly performed; maintenance of records for all Help Desk tickets for on-site visits, remote support and telephone support will be available. The development of operations and quality assurance for backup plans and procedures will be followed.

Configuration management, including changes, upgrades, patches, etc. will be maintained; management of user logins and password security will be documented as well as support of

software products relating to servers and workstations. Each technician will produce a timely response to each repair or maintenance so users downtime is limited.

Network Administration Services

Gilmer Computer Tech will perform maintenance and support of the network equipment, including switches, firewalls, routers, and other security devices. Installation and maintenance of printers, scanners, network devices, et al... will be performed. (Costs of such devices and their software not included in this proposal.) Analysis, routine configuration changes, and installation of patches and upgrades, cabling (if needed) will be completed. Alert notifications, in case of failure of equipment, will be released in a timely manner if an issue arises. Gilmer Computer Tech will proactively monitor the network equipment, including performance indicators to report on threshold limitations, network performance and capacity management services. Continuous troubleshooting would be performed until the situation is identified and steps made to rectify the issue. Maintenance of the network documentation will be performed daily, weekly, and monthly.

Email, Security, and Backup

Gilmer Computer Tech will maintain the County email accounts using the County domain, adding, changing, and/or deleting County employee accounts as requested. Maintenance of virus detection programs on the County servers and user computers and laptops will be executed. (Cost of anti-virus software not included in this proposal.) Performance and periodic security audits of the system(s), including notification of suspected breaches of security to the County-designated personnel will be performed. We will also recommend changes to the security of the network when needed.

We will assist staff in identification and retrieval of email communications for open records requests.

Gilmer Computer Tech will have a data backup policy in place, with procedures to handle daily, weekly, and monthly backups of computers, data and information, email, and the like. We will be prepared to restore systems and data if servers and/or computers go down, as required.

Gilmer Computer Tech will help plan and implement a disaster recovery plan.

Enhancements / Upgrades

Gilmer Computer Tech will plan and design services for major system enhancements and/or upgrades to existing systems and make recommendations for future purchasing

and technology needs, when requested or necessary. (Proposal does not include purchase of such hardware and/or software.)

Installation of new equipment, software, and transfer existing data when acquired will be performed.

Exclusions

Gilmer Computer Tech is fully aware that recommendations of system enhancements and/or upgrades as well as hardware, software, cabling, licenses, et al... does not obligate the County to purchase these from Gilmer Computer Tech. However, while under contract, we will provide special discount pricing for the above items purchased from Gilmer Computer Tech.

Any additional services outside of the scope of the RFP will not be provided by Gilmer Computer Tech. Gilmer Computer Tech will not be responsible for software training or implementation. However, Gilmer Computer Tech can provide these services. A scope of work and proposal will be submitted for approval for each project.

Any out of scope engineering work provided by Etex to the County and then billed directly to Gilmer Computer Tech will in turn be billed from Gilmer Computer Tech to Upshur County. (Please see Etex Telecommunications page)

Telecommunications Services

Etex Communications provides the following services to Upshur County:

- Hosted PBX
- Internet
- Layer 2 Fiber Connectivity (connecting buildings w/fiber)
- Domain Name Services (DNS)

Etex Communications will troubleshoot and work with Gilmer Computer Tech in the event of service outages or issues pertaining to telecommunications services provided by Etex Communications. Etex can also provide engineering services to the county, in conjunction with Gilmer Computer Tech, in the event the request is outside of the scope of Etex provided services. These engineering services would be billed directly to Gilmer Computer Tech.

Etex and Gilmer Computer Tech have a long standing relationship and have collaborated on providing support services to mutual customers. Etex considers Gilmer Computer Tech a "Preferred Partner" and looks forward to working together on future projects.

Proposal Pricing Sheet

Gilmer Computer Tech is aware this proposal and cost schedule will be valid and binding for ninety (90) days following the proposal due date and will become part of the contract negotiated with the County. The initial term of the agreement is 12 months. Gilmer Computer Tech will allow Upshur County to pay for services annually, quarterly, or monthly.

Term: 12 months

Payment schedule:
Annual: $48,000.00
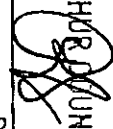
Quarterly: $12,000.00

Monthly: $4,000.00

To be due:
Annual: Billed the Beginning of Contract

Quarterly: Billed the 1st of each quarter

Monthly: Billed the 1st of each month

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