



SPECIAL MEETING MINUTES -corrected

City Council – City Of Quitman, Texas

Thursday July 27, 2017, 5:30PM

City Council Chambers, City Hall - 401 E Goode Street, Quitman, TX

Council Present: David Dobbs, Mayor; Randy Dunn, Mayor Pro-Tem; Susan Resnik, Alderman; Brad Medlin, Alderman and Kevin Gilbreath, Alderman. **Alderman Jack Robinson was in attendance.**

Council member absent: none

Staff Present: Greg Hollen, City Secretary / Administrator and City Finance Clerk Sheryl Laudenslager. WC Sherriff Tom Castloo also in attendance.

Staff Absent: none

Mayor Dobbs called the meeting to order at 5:30 PM.

Mayor pro tem Dunn gave an invocation and Alderman Medlin led the recitation of the United States Pledge and the Texas Pledge

Item 1 Citizen Comments None

Item 2 Mayor Comments

Mayor Dobbs provided an overview of the council meeting agenda structure and shared his activities in the past month.

He provided an agenda overview, beginning with comments of appreciation for our IT partners at Peoples and the city staff for their efforts during recent technology challenges with the phone and computer systems. He provided an update on the 2018 budget process and reminded council members that the two round of meetings with department heads would begin shortly and needed their involvement to be successful. He mentioned other discussions he and the city secretary / administrator have had with external funding partners as well as utility infrastructure leaders.

In personnel matters Mayor Dobbs mentioned the city secretary / administrator replacement recruitment effort was underway and more would be forthcoming in executive session. He also mentioned the continuing legal dialogue regarding recent employee departure in our Police Department and stated a future executive session may be held as appropriate.

Dobbs closed by sharing the upcoming July 31st Planning & Zoning Commission meeting at the city hall council chambers.

AGENDA ITEMS

Item 3 Discussion of IT infrastructure needs

City secretary / administrator Hollen began the discussion outlining the types of technologies present and being utilized in the city's infrastructure and shared the recent technology challenges and efforts by our Peoples partners to get us back to a fully functioning level.

Peoples representative Joey Hamm who has directed the recovery efforts, including emergency restoration of key network services shared in technical detail these events and together Hamm & Hollen provided an extensive review of efforts to correct current conditions that hamper providing reliable customer service to our citizens and city departments. A discussion was held on the current and ongoing support needs and the resulting Resolution R072717(A) was brought into discussion.

Item 4 Update on City 2018 Budget Reviews and next steps

City secretary / administrator Hollen shared the efforts being taken by the city administrative staff to gather the relevant financial information needed for the second round of budget discussions. He mentioned recent contact with the county's tax assessor / collector Carol Taylor and a meeting pending with her and the Mayor to finalize our tax revenue projections.

He also mentioned the possibility of moving the August City Council meeting date up one week, from August 17th to August 10th for discussion and approval of our proposed property tax rates, under the Small Taxing Unit guidelines.

Item 5 Discussion of personnel items related to city secretary departure (At Mayor Dobbs request, this topic was deferred to executive session)

RESOLUTIONS

item 6 R072717(A) Resolution authorizing expenditures for IT infrastructure for city

This resolution provides for an ongoing "Managed Services Agreement" to provide for on site and remote (NOC) technical assistance, as well as the related hardware purchases necessary for applications and shared files back up support and disaster recovery redundancies.

Alderman Medlin made a motion to approve; Alderman Resnik seconded the motion. The motion passed unanimously.

EXECUTIVE SESSION

For the purpose of discussing certain personnel matters related to city secretary / administrator replacement. [Deliberation on the above item was held in Executive Session pursuant to Texas Government Code Section 551.087 – following deliberation, action may be taken in open session]

Mayor Dobbs moved the city council into Executive Session at 6:25 pm and reconvened at 7:40 pm.

No action was taken as a result of the executive session.

Alderman Medlin made a motion to Adjourn, Alderman Gilbreath seconded the motion. The motion passed unanimously.

MEETING ADJOURNED AT 7:42 PM

(ALL ITEMS ARE POSTED FOR DISCUSSION AND ACTION UNLESS OTHERWISE NOTED)

THE CITY COUNCIL OF THE CITY OF QUITMAN RESERVES THE RIGHT TO RECESS THE MEETING AND CONDUCT AN EXECUTIVE SESSION AT ANY TIME DURING THE COURSE OF THIS MEETING TO DISCUSS ANY OF THE MATTERS LISTED, AS AUTHORIZED BY THE TEXAS GOVERNMENT CODE SECTION 551.071-551.088.

ADJOURN

I HEREBY CERTIFY THAT THESE MINUTES ARE A TRUE AND CORRECT RECORD OF THE ITEMS CONSIDERED AND ACTION TAKEN AT THIS MEETING AND THAT THESE MINUTES HAVE BEEN APPROVED AS TRUE AND CORRECT AND THAT AN EXECUTED COPY IS ON FILE WITH THIS OFFICE.



Gregory D. Hollen
Gregory D. Hollen
City Secretary / Administrator

CITY TECHNOLOGY MANAGED SERVICES AUTHORIZATION

RESOLUTION 072717(A)

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF QUITMAN, TEXAS
AUTHORIZING THE EXECUTION OF A FINANCE AGREEMENT
FOR TECHNOLOGY SERVICE MANAGEMENT**

WHEREAS, The technology infrastructure of the city has been in need of upgrading, to minimize the risk of system outages and downtime due to equipment and nature disasters, as well as an urgent need for disaster recovery capabilities, and

WHEREAS, PEOPLES telephone has been on site assisting in recovering our lost data and our network connectivity with other technology partners, and

WHEREAS, PEOPLES Telephone has submitted a proposal to provide hardware installation and ongoing technical services support.

WHEREAS, the City Council finds it in the best interest of the City to accept the PEOPLES Telephone proposal based on the terms offered and the performance history in its relationship with the City.

NOW THEREFORE BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF QUITMAN, TEXAS, THAT:

The Mayor is hereby authorized and directed to execute a purchase agreement with PEOPLES Telephone for the equipment and ongoing technology services identified in the attached quotation.

**PASSED BY THE CITY COUNCIL OF THE CITY OF QUITMAN, TEXAS
THIS 27th DAY OF JULY, 2017.**

**IN WITNESS WHEREOF WE HAVE AFFIXED OUR SIGNATURES HERETO
THIS 27th DAY OF JULY, 2017.**

APPROVED:


David A. Dobbs, Mayor

ATTEST:



Gregory D. Hollen, City Secretary/Administrator



Managed Services Agreement

City of Quitman Texas

1.0 SCOPE

Peoples Communication proposes that we will proactively and reactively support all computers, network peripherals and VoIP systems at the listed site location in paragraph 2.0. Contract will include up to 10 hours of remote phone support and 10 hours of onsite break/fix, general support and IT Project Management with a minimum of a 1-year contract.

2.0 Locations

- Quitman City Hall – (Includes Fire Dept. and EDC) 401 E, Goode Street, Quitman Texas 75783
- Quitman Public Library – 202 E. Goode Street, Quitman Texas 75783
- Quitman Police Department – 401 S. Main Street, Quitman Texas 75783
- Quitman Waste Water Treatment Plant – 605 W. Goode St. Quitman, Texas 75783
- Quitman Water Plant – 214 FM 288 Quitman, Texas 75783

3.0 DESCRIPTION OF TASKS

- Continuous and proactive monitoring of all PC/Server and Voice Systems hardware and operating systems for updates and potential issues that includes end user event email notification.
- Proactively deploy Operating System patches and updates to ensure the hardware is kept up to date and to minimize the threat of vulnerabilities within the network.
- Removal of unnecessary services from computers and servers to help reduce the risk of intrusion and help with the performance of the computers and servers.
- Computer Benchmarking – Testing PC hardware with specific requirements. This will include RAM, Hard Drive and Processor utilization among many other monitoring measures to ensure your network is running as efficiently as possible.
- Proactively Monitor and Maintain all network devices, ie.. Wireless Access Points and Bridges, Network Switches, Firewalls and VoIP Systems.
- Ensure Firewall is kept up to date and efficiently protecting the network.
- Manage, monitor and maintain local file share backup system to assure critical files are being successfully backed up in accordance with the City's Disaster Recovery guidelines.



- Network Planning/Consultation and Cost Projections for all future network additions and objectives.
- Remote end user call-in Troubleshooting support on all computer related issues to include 3rd party applications.
- Both support categories (10 hours of Phone Support and 10 Hours On-Site Support) will be calculated in ¼ hour (15 minute) increments and will begin on the first day of each calendar month.
- Unused monthly hours will not “Carry-Over” into remaining months of agreement.
- Additional hours (afterhours, weekend, holiday and overage) worked outside the defined coverage hours herein defined will be done on a Time and Material (T&M) rate of \$125.00 per man hour to include travel time.
- Peoples will schedule a 6-month review meeting with The City of Quitman to review performance and both Support categories usage totals.
- At the 6-month review meeting, The City of Quitman will be allowed to adjust (increase or decrease) either or both category support hours and monthly pricing will be adjusted accordingly.

4.0 ASSUMPTIONS

- All work, Remote and On-Site will be performed between the hours of 8:00am – 5:00pm (Monday-Friday) excluding holidays.
- All necessary network information will be provided by City of Quitman.
- All software and hardware that is required beyond what exists currently will be provided by City of Quitman and can be purchased from Peoples Communications if so deemed by The City.
- No software or hardware warranty coverage is included in this agreement. If software or hardware fails on any device and is non-repairable then The City of Quitman is responsible for cost associated with replacing that affected product.
- All software must be supported by the manufacturer for it to be covered under this contract.
- All hardware must meet minimum requirements for the operating systems and applications that will use it.
- Peoples Communication will install a small non-intrusive application on each computer for monitoring and patch management.
- City of Quitman Texas is responsible for timely notification of changes within the network and timely assistance when required.



5.0 DEFINITIONS OF INCIDENT SEVERITY LEVELS

- **Severity Level 1** - The reported problem causes a halt to the Client’s core business processes and no work around is available.
- **Severity Level 2** - The reported problem impacts the Client’s operational environment but does not affect core business processes. A work around is available.
- **Severity Level 3** - A non-critical problem is causing some disruption but with little or no impact on the Client operation.

6.0 INCIDENT SEVERITY LEVEL – RESPONSE TIMES

Service Level Response			
Incident Severity	Acknowledge Incident	Respond to Incident via Phone call	Resolution to Incident
1	Immediate	30 Min.	24 Hours
2	Immediate	1 Hour	48 Hours
3	Immediate	4 Hours	72 Hours

7.0 HARDWARE LISTING

City of Quitman Hardware	
1	ASA5505-K9 - Cisco ASA 5505 Firewall
1	Cisco RV-130 Firewall
6	Cisco Catalyst 2960X Switches
2	Windows Servers
36	PC's (Desktop/Laptop)
7	Wireless Access points and Bridges
3	Allworx VoIP 6x Phone Systems



8.0 CONFIDENTIALITY

Peoples Communication acknowledges that during the course of this engagement by City of Quitman Texas and Peoples Communication, its agents or employees will be exposed to confidential information concerning the business of City of Quitman Texas and its customers including, but not limited to, the terms of this Agreement, information concerning City of Quitman Texas and customer proprietary information, and City of Quitman Texas customers and marketing plans ("Confidential Information"). Peoples Communication will maintain in confidence and will not, without City of Quitman Texas prior express written consent, disclose to anyone, other than City of Quitman Texas authorized employees, or use in any way except in performing under this Contract, any Confidential information. Upon the termination of this Contract, the Technical Specialist shall return to City of Quitman Texas all Confidential Information and all other property of City of Quitman Texas.

9.0 PRICING

QTY	Description	Unit Price	Total
39	Remote Monitoring Agent for all PC's and Servers	\$2.00	\$78.00
10	Onsite Technical Support - Monthly Hours (Includes all Voice and Network Hardware Support as well as Software Troubleshooting/Training)	\$75.00	\$750.00
10	Remote Phone Technical Support - Monthly Hours (Includes all Voice and Network Hardware Support as well as Software Troubleshooting/Training)	\$30.00	\$300.00
18	SNMP Network Monitoring for all Network Firewalls, Switches and VoIP systems	\$3.00	\$54.00
Monthly Total			\$1,182.00

Acceptance of Contract

City of Quitman Texas

David Dabbs (Name)

[Signature] (Signature)

7/27/17 (Date)

[Signature]
7/27/17

Network Hardware Cost Quote

Customer:
City of Quitman

QTY	Part Number	Description	Mfr	Unit Cost	Extended Cost
SYNOLOGY NETWORK AREA STORAGE UNIT					
1	SYNA16S	Synology NAS - 2 TB Storage	SYN	945.00	\$945.00
2	LABOR	Install and configuration Labor		125.00	\$250.00
1	SHIPPING	UPS Ground		15.00	\$15.00
Grand Total					\$1,210.00

*** Does Not Include Taxes



Signature: *Dugan P. B. Dean*
 Date: 7/28/17

Network Hardware Cost Quote

Customer:
City of Quitman

Qty	Part Number	Description	M/E	Unit Cost	Extended Cost
Zetta/Arcserve UDP CLOUD BACKUP					
1	Cloud BKUP	ARCserve Cloud File Replication	ZTTA	387.07	\$387.07
*** Does Not Include Taxes					
Monthly Total					\$387.07
Zetta/Arcserve UDP Server DR					
1	Cloud DR	ARCserve Cloud Replication & DR	ZTTA	387.07	\$387.07
16	Memory Allocation	GB Memory Allocation for Cloud Server DR	ZTTA	9.75	\$156.00
*** Does Not Include Taxes					
Monthly Total					\$543.07



Signature: *Gregory D. Hill*
 Date: 7/28/17

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