

INFORMATION TECHNOLOGY

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February 21, 2012

To: Dee F. Bruemmer, County Administrator
From: Matt Hirst, Information Technology Director
Subject: Approval of Citrix Upgrade Professional Services

Scott County Information Technology is seeking to engage professional services to upgrade our Citrix environment. Citrix is the application deployment frame work implemented by Information Technology to centralize computing at Scott County.

The bid summary from MTM Technology is as follows:

<u>Product</u>	<u>Total</u>
Citrix Upgrade Professional Services	\$20,800

The MTM Technologies proposal is for professional services necessary to upgrade to the current version of Citrix and a block of ten (10) support hours. The benefits of upgrading Citrix include:

1. Increased performance for Citrix users
2. Improved Support Desk/Administrative tools
3. Improved Security
4. Support for Tablets and smartphones
5. Functionality that will lay foundation for a desktop footprint reduction

Note: MTM was selected in part based on the following credentials:

1. Citrix Platinum Partner since 1997. The Platinum partnership is by invitation only. MTM is the only such Citrix partner in Iowa or Illinois.
2. Citrix Multi-Location Partner of the Year.
3. Citrix National Education Partner of the Year
4. Citrix support post implementation customer satisfaction rating consistently above 4.7 (out of 5).
5. Over 18 years of experience with Citrix products and expertise with all Citrix products.
6. Microsoft Gold partner.

Scott County initially worked with MTM as a Citrix training provider. Through these previous experiences, MTM's technical capabilities were evident. Scott County Information Technology has additionally used MTM as an informal (unpaid) support resource of our Citrix environment since 2010. Our objective with this upgrade project is to work closely with MTM to further develop in-house Citrix skills to become less reliant on professional services for future upgrades.

It is recommended that the Board approve the bid from MTM Technologies in the amount of \$20,800. Budget dollars are available in the Information Technology Department budget to fund the cost of this professional services contract.

THE COUNTY AUDITOR'S SIGNATURE CERTIFIES
THAT THIS RESOLUTION HAS BEEN FORMALLY
APPROVED BY THE BOARD OF SUPERVISORS ON

DATE

SCOTT COUNTY AUDITOR

R E S O L U T I O N

SCOTT COUNTY BOARD OF SUPERVISORS

March 1, 2012

APPROVING PURCHASE OF CITRIX UPGRADE PROFESSIONAL SERVICES

BE IT RESOLVED BY the Scott County Board of Supervisors as follows:

Section 1. The purchase of professional services from MTM Technologies to
upgrade Scott County's Citrix environment in the amount of \$20,800
is hereby approved.

Section 2. This resolution shall take effect immediately.