IT Pro - Data Center and Network Services

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Data Center Support, Network Engineering (LAN), Network Operations (NetOps), Installation, and Configuration

Awarded Providers

Provider	RFP #	Contract #	Expires On
CampusWorks, Inc.	23-002	269EMCPS-23-002-EM-CWI	10/04/2027
CBTS	23-002	269EMCPS-23-002-EM-CBTS	10/29/2027
CDW-G	23-006	269EMCPS-23-006-EM-CDWG	11/14/2027
ePlus	23-006	269EMCPS-23-006-EM-EPS	07/31/2027
Infojini, Inc.	23-002	269EMCPS-23-002-EM-IFJ	10/01/2027
New Era Technology, Inc.	23-002	269EMCPS-23-002-EM-NET	11/30/2026
Presidio	23-006	269EMCPS-23-006-EM-PRS	06/25/2027
PruTech	23-006	269EMCPS-23-006-EM-PRU	08/20/2027
SHI	23-002	269EMCPS-23-002-EM-SHI	12/04/2026
Softchoice Corporation	23-002	269EMCPS-23-002-EM-SCC	10/16/2027
Trigyn Technologies, Inc.	23-002	269EMCPS-23-002-EM-TGN	11/30/2026
Tryfacta, Inc.	23-002	269EMCPS-23-002-EM-TFC	10/17/2027

How to Use

- See How to Use IT Professional Services Contracts

Category Description

The scope of services available under this category are as generally described using the language and intent stated in the related solicitation. Awardees in this category provided sufficient credentials, experience, and know-how in this category.

Solicitation Text

Vendor professional service staff may be used to assist Members with the stability and integrity of in-house voice, data, video, and wireless network services (i.e., LAN & WAN). This may include the following equipment: firewalls, wireless networks, routers, switches, and other network-related hardware. Vendor staff may participate with the ordering Buying Entity in the installation, monitoring, maintenance, support, and optimization of specified network hardware, software, and communication links. This service may also be utilized to analyze and resolve network hardware and software problems in a timely and accurate fashion.

Additional requirements may involve providing professional services for Data Center support, including the configuration and support of physical and virtual servers, firewalls, racks, local area networks (LAN) topologies, wiring closets, network cabling, wireless access points, telephony, disaster recovery sites, recovery time and recovery point objectives (RTO/RPO), and creating documents articulating overall disaster recovery plans.

Vendor staff may be required to complete EdgeNet architecture orientation when appropriate. Some tasks may require Vendor staff to have appropriate certifications.

Some examples of the needs are described below:

- Troubleshooting, configuring, or managing in-house network infrastructure equipment
- Campus engineers covering LAN, wireless, and telephony
- Creating/developing user manuals, programmer maintenance manuals, and system design documentation for network operations center (NOC) and Local Area Networks (LAN), including firewall configurations and redundancy in network topologies
- Technical operations and support maintenance
- Ensuring compliance with data center business units and service-level policies
- Adjusting configuration for improved equipment performance
- Installing and configuring hardware and related enterprise software
- Hardware/software installation, configuration, testing, and maintenance, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements
- Collecting and maintaining statistics on hardware and software problems, and handling maintenance service calls
- Monitor system performance and coordinate with Vendors and users on efficient and effective use of the system and platforms
- Provide technical training on all functions of the data center
- Maintain system architecture/schematic on NetOps hardware, software, and circuits
- Develop and maintain configuration management program for all NetOps applications
- Develop and maintain a life cycle management program for all NetOps hardware and enterprise software applications
- Central distribution, via electronic means, of software via secure and scalable NetOps services and solutions
- Manage and administer user identifications, passwords, and security keys
- Design and implement backup and disaster recovery systems and processes
- Review, develop, update, and/or integrate disaster recovery, continuity of operations plans, and contingency plans
- Identify, develop, and/or implement mitigation strategies to increase the effectiveness of operations and the continuity of service.
- Develop standard operating procedures (SOP) for the data center and associated systems/applications on the LAN
- Perform network-based detection of viruses and unauthorized software and facilitate processes to eliminate and control
- Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements
- Provide alternative sources of computer operations support and/or data center facilities
- Perform hardware/software testing, installation, and maintenance
- Assistance in data migration across multiple systems and platforms, which may require data QA/QC, data cleansing, data conversion, and manipulation
- Maintain system architecture/schematic on hardware, software, and circuits
- Develop and maintain a configuration management program for all supported applications
- Develop and maintain a life cycle management program for all hardware and software applications
- Perform network-based detection of viruses and unauthorized software and facilities to eliminate and control

- Datacenter design/redesign
- Datacenter, Central Office, and FTTX installations
- New Builds, including Cabinets, Racks, Fiber Raceway, Ladder Rack and Basket, Power, Fiber, and Copper
- Stack of switches, servers, routers, firewalls, media converters, fiber splitters, etc. (HP, Cisco, Ekinops, Dell, Ciena, Sun)
- Providing Enhanced Remote Hands
- Equipment repair (replace Cables, HDDs, Cache Mods, CPUs, System Boards) field system teardowns, and rebuilds.
- Structured Cabling Design; Implementation (Stranded Fiber, Ribbon Fiber, and Copper)
- Fiber troubleshooting and field repairs
- Visual Fault Verification
- OTDR, ORL, and Power meter testing
- A/V Structured Cabling and Equipment installs (Crestron, Extron, Denon, Atlona, etc.)
- Satellite and Microwave Dish Installations
- GPS (Timing) Antenna installs
- Camera and Security System installs
- Wireless Antenna Installations
- Rip outs and Decoms
- Telecom installations
- Electrical
    - Branch Circuit Installs
    - Outdoor GFCI Receptacles
    - Branch Circuit Monitoring
    - PDUs
    - Circuit trace and troubleshooting
    - DC to AC Inverters
    - AC to DC Rectifiers and Battery Strings
    - Installation of UPS and ATS Systems
    - Overhead Retractable Cord Reels
    - Main Electrical Panel Boards and Sub Panels
    - LED and Electronic Lighting; Lighting controls
- Data Center Work Environment
    - Shares best practices; assists others in learning roles, processes, and procedures
    - Provides mentorship across data centers for specific expertise
    - Suggests ways for reducing risk of performing maintenance; works with others to accommodate scheduling needs
    - Suggests improvements in implementation based on the depth of understanding
    - Contributes to a positive team environment by sharing and assisting others in adopting industry best practices
    - Contributes constructively during team meetings and in cross-discipline collaborations within the service

team

- Any additional services under this category not covered above.