

CITY COUNCIL AGENDA REQUEST FORM

Today's date: 09 / 02 / 20

Date of meeting 09 / 16 / 20

(City Council meetings are held the 1st and 3rd Wednesday of each month.)

Name of Citizen, Organization, Elected Official, or Department Head making request:

Jennifer Stapleton, City Administrator

Address: 1123 Lake Street, Sandpoint, ID 83864

Phone number and email address: jstapleton@sandpointidaho.gov

Authorized by: Jennifer Stapleton

name of City official

City official's signature

(Department Heads, City Council members, and the Mayor are City officials.)

Subject: A20-1920-3 Information Technology Contract Support Services Agreement Award

Summary of what is being requested: Award of Agreement A20-1920-3 Information Technology

Contract Support Services to Exbabylon, LLC for the City's Information Technology Services for a three

year term with an option to renew for two additional one year terms.

The following information MUST be completed before submitting your request to the City Clerk:

1. Would there be any financial impact to the city? **Yes or No**

If yes, in what way? The Not to Exceed Agreement price for the three year initial contract period is \$439,900.

2. Name(s) of any individual(s) or group(s) that will be directly affected by this action:

Have they been contacted? **Yes or No**

City Staff

Yes

3. Is there a need for a general public information or public involvement plan? **Yes or No**

If yes, please specify and suggest a method to accomplish the plan:

4. Is an enforcement plan needed? **Yes or No** Additional funds needed? **Yes or No**

5. Have all the affected departments been informed about this agenda item? **Yes or No**

This form must be submitted no later than 6 working days prior to the scheduled meeting. All pertinent paperwork to be distributed to City Council must be attached.

ITEMS WILL NOT BE AGENDIZED WITHOUT THIS FORM

**CITY OF SANDPOINT
AGENDA REPORT**

DATE: September 16, 2020

TO: MAYOR AND CITY COUNCIL

FROM: Jennifer Stapleton, City Administrator

SUBJECT: Award of Agreement No. A20-1920-3 Information Technology Contract Support Services to Exbabylon, LLC.

DESCRIPTION/BACKGROUND: The City of Sandpoint advertised and posted a Request for Proposal for the City's Information Technology Support Services on August 04, 2020 with a closing date of August 27, 2020. The City received six (6) proposals from the following firms:

SOFTHQ, Inc.
EJAMERICA
EXBABYLON, LLC
EXECUTECH
INTERMAX NETWORKS
VTECH SOLUTIONS, INC

A Review Committee evaluated all six and interviewed the top two highest scoring proposals, Exbabylon, LLC and Intermax Networks. After the interviews, the Notice of Intent to Award was issued to Exbabylon, LLC. The Agreement is a three-year Agreement with the option to renew for two, one-year periods. The total Not to Exceed Agreement price for the initial three-year term is \$439,900.

The City released the Request for Proposals in order to adhere to State of Idaho Procurement Statutes §67-2806 and the recently adopted City of Sandpoint Procurement Policy. The City has not performed a competitive procurement process for these services previously and this action was taken to ensure compliance with both Idaho State Law and the City of Sandpoint's Procurement Policy.

STAFF RECOMMENDATION: Staff recommends City Council approve the award of Agreement No. 20-1920-3 Information Technology Contract Support Services to Exbabylon, LLC.

ACTION: Staff asks City Council to approve the award of Agreement No. 20-1920-3 Information Technology Contract Support Services to Exbabylon, LLC.

WILL THERE BE ANY FINANCIAL IMPACT? Yes HAS THIS ITEM BEEN BUDGETED? Yes

ATTACHMENTS:

20-1920-1 Information Technology Contract Support Services RFP

Exbabylon, LLC Proposal

Proposal Summary

Proposed Resolution

A20-1920-3 – Information Technology Contract Support Services Agreement



**CITY OF SANDPOINT
REQUEST FOR PROPOSALS - RFP NO. 20-1920-1:
INFORMATION TECHNOLOGY CONTRACT SUPPORT SERVICES**

RFP Title:	Information Technology Contract Support Services
Purpose:	The purpose of this solicitation is to procure qualified Information Technology Contract Service Providers to provide Information Technology support services including technology upgrades to the City of Sandpoint.
Submission Deadline:	2:00:00 p.m. Pacific Daylight Time, Thursday, August 27, 2020
Questions Deadline:	2:00:00 p.m. Pacific Daylight Time, Friday, August 21, 2020
Submissions:	Mail/Deliver (4) hard copies and (1) thumb-drive, pdf copy to: City of Sandpoint, City Clerk 1123 Lake St. Sandpoint, ID 83864
Written Inquiries:	Cheryl Hughes Contract/Procurement Officer chughes@sandpointidaho.gov
RFP Contents:	<ul style="list-style-type: none"> A. Instructions B. Overview and Scope of Services C. Submission and Inquiries D. Required Proposal Format and Content E. Review and Evaluation of Proposals F. Schedule G. Protests <p style="margin-left: 20px;">Responder Certification Sample Agreement Exhibit A – City Software Application List</p>

A. INSTRUCTIONS

The City of Sandpoint will receive proposals for:

RFP NO. 20-1920-1 - INFORMATION TECHNOLOGY CONTRACT SUPPORT SERVICES

IT IS UNDERSTOOD that the City of Sandpoint reserves the right to reject any or all proposals for any or all products and/or services covered in this solicitation and to waive informalities of defects in such proposals.

Proposals must be submitted as required in Section D, as well as filling out, signing, and returning "Responder Certification" page within this packet. Proposal and Responder Certification to be **signed by a person having the authority to bind the Contractor in a contract**. Completed proposals and Responder Certification page to be submitted as follows:

U.S. Mail or by other delivery method, three (4) sets and one (1) thumb drive, pdf copy, of proposal to:

City of Sandpoint
Attn: City Clerk
1123 Lake Street
Sandpoint, Idaho 83864

All mailed/delivered Proposals must be received not later than 2:00:00 PM PST, Thursday, August 27, 2020.

Emailed submissions will not be accepted for this RFP.

GENERAL INSTRUCTIONS: Responders to this solicitation should carefully examine all terms, conditions, specifications and related documents. Should a responder find discrepancies in or omissions from the specifications or related documents, or should there be doubt as to their meaning, the City should be notified immediately for clarification prior to submitting the proposal. In the event of any conflict between the terms and provisions of these requirements and the specifications, the specifications shall govern. In the event of any conflict of interpretation of any part of this overall document, the City of Sandpoint's interpretation shall govern.

LATE PROPOSALS: Proposals received after submission deadline will not be considered and will be rejected. City of Sandpoint is not responsible for lateness or non-delivery of mail, carrier, etc., and the date/time stamp in the Central Services Division's office shall be the official time of receipt.

ALTERING PROPOSALS: Proposals cannot be altered or amended after submission deadline. Any alterations or erasures made before opening time must be initialed by the signer of the proposal, guaranteeing authenticity.

WITHDRAWAL OF PROPOSALS: Any proposal may be withdrawn prior to the RFP deadline. Notice to

withdraw the proposal must be in writing and, if received after the RFP deadline, shall not be considered.

CONTRACT AWARD: If a contract is awarded, it will be awarded to the proposal providing services at the best value to the City. The City has the right to award a contract upon the conditions, terms and specifications contained in submitted proposals to the City for a period of up to ninety (90) days following the date specified for RFP deadline. In awarding a contract, the City may waive minor technicalities and informalities in the solicitation process and proposals received if they are not material to or alter any of the conditions, terms or specifications contained in the Request for Proposal or a qualifying proposal.

REJECTION OF PROPOSALS: The City may choose to reject all proposals and not award a contract. If the City does not award a contract within ninety (90) days following the RFP closing date, all proposals will be deemed rejected.

PURCHASE ORDER: City of Sandpoint shall generate a purchase order to the successful responder. The purchase order and contract number must appear on all invoices, packing lists, and any and all related correspondence. City of Sandpoint will not be responsible for any orders placed and/or delivered without a valid Purchase Order number.

Proposals **MUST COMPLY** with all federal, state, county, and local laws concerning this type of good or service.

DOCUMENTATION: Responder shall provide with this proposal, all documentation required by this RFP. Failure to provide this information may result in rejection of submitted proposal.

B. OVERVIEW AND SCOPE OF SERVICES

1. OVERVIEW:

Current Technology Environment

The City currently utilizes an outside vendor with three employees (owner included) to manage Information Technology services. The City operates both wired and wireless networks. There are three data centers with 19 physical servers and 6 Hyper-V virtual servers. These data centers supply services to seven (7) facilities and the City has multiple facilities supplied via fiber optics. There are currently 90 Full Time employees and approximately 60 desktops computers, 35 laptop computers, 15 tablets, 74 VoIP phones, approx. 70 mobile phones, and 15 printers/copiers. The City owns and operates Wi-Fi hot spots- one (1) internal Wi-Fi at City Hall, one (1) Public Wi-Fi at City Hall, and one (1) Public Wi-Fi at another off-site location in the city.

Please see Exhibit A, City Software Applications, for a list of all software currently utilized in the organization.

The City maintains its own Website and provides live streaming video and recordings of public meetings with IT representation at all City Council Meetings and Planning & Zoning Hearings. The City's website is hosted externally.

The City uses a ESRI based GIS system that is heavily used by both internal staff and external stakeholders.

The City wishes to deploy field-based tablets in the future.

Existing workstations are a mixture of Windows 7 and Windows 10 Professional. The majority of Windows 7 workstations will likely be replaced prior to the execution of the IT Contract Support Services Agreement.

A conversion of electronic mail to Office 365 is currently underway.

The City utilizes a hosted Cisco Voice over IP (VoIP) system and uses Jabber Unified Communications System.

Network equipment consists of Dell switches, Dell Sonicwall firewalls, and Sonic point access points. The City is moving to Meraki for wireless communications.

The majority of City facilities are connected by a single-mode fiber. One or two point to point wireless connections are in use for smaller locations.

The City maintains a Police Domain and a City Hall Domain in separate computer rooms at City Hall. Dell servers handles file, print, and application services.

Water utility SCADA network, servers, and backup are the responsibility of the IT Support Services contractor. The SCADA application(s) and control units are the responsibility of the utility.

Police Department backups are to LTO-7 tape, which is taken offsite weekly. City Hall backups are Datto on premise and cloud. SCADA backups are Barracuda cloud based.

2. SCOPE OF SERVICES:

Network Design and Configuration Services

1. Network switches are primarily Dell. Firewalls are Dell Sonicwall.
2. Internet connectivity, WAN, and firewall services are included in the scope of this agreement.
 - a. Firewalls are used for external connections and the connections between Police and City Hall and the Utility and City Hall.

3. Cisco telephony support will be limited to MAC orders (adds, moves, changes) and coordination with the vendor.

Desktop Equipment

1. The Police Department uses approximately 15 Dell Rugged Latitude mobile data computers. The City has approximately 65 desktop computers, 35 laptops and 15 tablets.
2. Cell phones are in the scope of services for this RFP but are limited to Mobile Device Management and support of remote access to email on cell phones and tablets (through Microsoft ActiveSync).
 - a. Cell phone procurement and inventory will be handled by others.

Service Delivery

1. Contractor shall provide Help Desk from 8:00 a.m. to 5:00 p.m. Pacific Time.
 - a. Contractor to provide forty hours of scheduled on-site Help Desk support each week.
 - i. Support hours to include appropriate level project work as time allows.
 - b. Contractor to provide 24-hour on-call resources for urgent priorities that may need immediate response on-site and/or remotely.
 - i. The City does not maintain public safety dispatch capabilities, but other police or fire issues may require after hours support.
 - ii. Public meetings and events may require after-hours support. Contractor proposals must include how end users will be serviced for off-hour requests (i.e., evenings, weekends, and holidays).
2. Contractor shall manage all aspects of Help Desk service delivery as a single point of contact, including:
 - a. Tier 1, 2, and 3 problem resolution
 - b. Service request tracking
 - c. Problem management

- d. Call escalation management
 - e. Dispatch
 - f. Knowledge management
 - g. Self-help
 - h. Manage the team providing services to the City
 - i. Manage performance of contractor's personnel and services, and continually seek opportunities to enhance and improve performance
 - j. All Help Desk tickets will be reviewed and prioritized by City staff.
 - i. A maximum of two City staff require the ability to adjust priorities within the ticketing system.
 - k. Provide Sandpoint monthly service level reports and access to monitoring tools. Staff may participate in receiving alerts and alarms.
3. Contractor to manage audio/visual systems for City public meetings. There are typically 4 public meeting per month beginning at 5:30PM.
 - a. Contractor is expected to flex IT Support hours to allow for coverage of these meetings.
 4. Operations will be focused on delivering exceptional customer service. The Contractor will be required to measure and monitor customer service and provide monthly reports on customer service delivery. Contractor will also provide a process for customer service escalations and remediation.
 5. Throughout this section, please note any third-party software tools that the City will be required to procure or that the proposer will be licensing on the City's behalf. Include all costs in your proposal.

Desktop Hardware and Software Maintenance Support

1. Service provided in this area supports desktop hardware, laptops, tablets, desktop software, and the peripheral devices attached to them. A wide variety of applications are in use across departments.
2. Desktop/laptop/tablet Client Services include:

- a. Hardware break/fix
 - b. Software break/fix
 - c. Peripheral break/fix (i.e., printers, scanners, copiers, fax, audio/visual equipment)
 - d. Technology refresh
 - e. Installations, moves, additions, and changes
 - f. Troubleshoot and fix desktop (on-site or remotely) and network issues
3. Desktop/laptop/tablet Application Services include:
- a. Basic troubleshooting and connectivity support to City applications
 - b. Image management
 - c. Patch management (all applications)
 - d. Implement antivirus automated scheduled scans and automatic definition updates (no manual updates or scan)
 - e. Electronic software distribution
 - f. Integration and testing
 - g. Mobile Device Management for all laptops, tablets, and cell and smart phones
4. Asset Management Services include:
- a. Physical inventory
 - b. Asset receiving
 - c. Asset tracking
 - d. Software license management
 - e. Asset disposal

Contractor is expected to provide 20 hours per week of Communications/Network Administration, Microsoft Server Administration, Office 365 Administration, Security administration and procurement assistance. Service expectations as follows:

Communications/Network Administration, Maintenance, and Projects

1. The WAN connecting the facilities and internet are City owned fiber. Fiber optic cabling terminates in the Utility MDF.
2. City fiber will be maintained and managed by others.
3. Contractor will support switching between each facility and each facility's local area network and wireless. The Contractor will coordinate network (including internet) changes and troubleshooting as necessary.
4. Communications/Network Administration includes maintaining and monitoring the communication through the City network, ensuring optimal performance. This includes, but is not limited to, data network and wireless infrastructure, protocol, handsets, mobile devices (within City facilities), switches, and VLANs.
5. The communication/network responsibilities include regular patching, updates, firmware and service pack updates, network operating system upgrades, and the monitoring, maintaining, and optimization of all the services and devices
6. Network projects will also include maintaining the current environment, as well as changes and improvements to existing operations, including new capabilities. Network projects may be scheduled in advance or may be required on an as-needed basis.
7. The responsibilities include, but are not limited to:
 - a. Maintaining all WAPs, firewalls, switches, and VPNs; providing network design and engineering expertise to maintain network
 - b. Upgrading or replacing all network equipment based on the City's computer equipment replacement plan.
 - c. Evaluating and applying security patches and upgrades
 - d. Monitoring network performance and capacity
 - e. Identifying potential limitations before traffic on the network increases to the point that it affects system performance
 - f. Keeping inventory and maintenance records for all network equipment and ensuring documentation and recoverability of network device configurations

- g. Providing or scheduling repairs and maintenance necessary to continue operations and meet approved service levels
- h. Coordinating and communicating maintenance and upgrades with the City to minimize impact to operations
- i. Diagnosing, investigating, and identifying root cause to network problems
- j. Support connections to some county-wide shared networks
- k. Integration with other Agencies / Applications
- l. Ensure applications are available for internal/external access

Microsoft Server Administration, Office 365, and Security

1. This section includes the maintenance of all aspects of information security, incident management, physical security, system security and integrity, virus and malware protection, access control, and auditing. Contractor responsibilities include, but are not limited to:
 - a. Microsoft server administration; with access provided by City, set up users, manage access to resources (file shares/printers), and implement security for each per City requirements.
 - b. The City utilizes Hyper-V for virtualization. Servers are maintained on a five to seven-year computer replacement plan. Contractor is expected to complete server replacements and virtualization according to the computer replacement plan.
 - i. With the expected move to cloud services, server replacements may not receive a high priority.
 - c. Office 365 environment administration. A single government cloud based Office 365 instance will be integrated with City Active Directory services.
 - d. Maintain security settings, software, and firmware on all network equipment, computers, and laptops
 - e. Ensure devices have the latest available security patches and firmware installed
 - f. Implement a remote access tool to maintain a secure remote access environment using appropriate technologies

- g. Provide remote access administration that complies with City policies
- h. Provide assistance to maintain Active Directory and Group Policies
- i. Apply and maintain City policies for file system security and user access
- j. Provide and maintain security on desktops (antivirus)
- k. Provide and support an antivirus solution (solution requires approval by City)
- l. Ensure Sandpoint security policies are enforced on endpoints
- m. Perform regular maintenance and auditing to ensure security on all devices
- n. Monitor and respond to logs on endpoints, antivirus, and patching
- o. Utilize a secure Password Management System for the storage and maintenance of Sandpoint technology device passwords. Contractor to provide City with administrative rights to designated City staff.

Project assistance

1. Known projects requiring assistance as a part of this agreement include:
 - a. ***Planned Projects FY 2020/2021 (October 01, 2020 – September 30, 2021)***
 - i. *Project:* Council Chambers Audio/Visual
 - ii. *Project Role:* Designed and implementation by others, provide network connectivity and administration post-project completion
 - iii. *Project:* Remove Access
 - iv. *Project Role:* Assess current remote access solution, recommend and install improvements.
 - v. *Project:* OneDrive/Sharepoint
 - vi. *Project Role:* Provide Technician level assistance to move files from on-premise to OneDrive. Design to be handled by others.

- vii. *Project:* Virtual Servers
- viii. *Project Role:* Replace 2 servers as a part of capital replacement plan

- ix. *Project:* Wireless Network
- x. *Project Role:* Add four WAPs for improved wireless capabilities

- xi. *Project:* Network Management – Alerts and Alarms
- xii. *Project Role:* Add network management alert capabilities

- xiii. *Project:* Mobile Device Management
- xiv. *Project Role:* Implement Mobile Device Management solution

- xv. *Project:* Firewall Services
- xvi. *Project Role:* Add Advanced Threat Protection to external facing firewalls

- xvii. *Project:* Anti-virus
- xviii. *Project Role:* Assess and if recommended, replace anti-virus product

- xix. *Project:* Audit Log Management
- xx. *Project Role:* Manage Engine AD Audit or similar

- xxi. *Project:* Two Factor Authentication
- xxii. *Project Role:* Police MDCs and SCADA remote access

- xxiii. *Project:* Public Works Shop in-building cellular improvement
- xxiv. *Project Role:* Implement industrial grade cellular repeater at Public Works Shop

Cloud based services

1. During the term of this contract, various applications will be migrating to a cloud-based model.
 - a. Contractor will be expected to provide technical assistance to the application software vendor and staff for migrations and ongoing support.
 - b. Contractor will be expected to configure Active Directory integration where appropriate.

- c. Contractor will be expected to maintain security roles of cloud based applications as appropriate.

Purchasing

1. The majority of maintenance agreements with vendors are managed and maintained by the City. However, contractor may be responsible for assisting with the procurement of IT-related equipment and software as requested. Contractor will be responsible for obtaining quotes for maintenance or warranty renewals.
2. Contractor will follow all City purchasing policies.
3. All purchases of hardware and software shall be updated in an asset database with serial numbers, warranties, and expiration dates.

Documentation

1. Contractor shall create and maintain accurate and updated technology documentation, including, but not limited to:
 - a. Device configuration version control
 - b. Change control documentation, including thorough test plans
 - c. Standard procedures (i.e., patch management)
 - d. Updated equipment, application, warranty, and license lists
 - e. Vendor contact list
 - f. Network diagrams
2. The documentation shall be audited and inventoried on an annual basis. A quarterly update will be sent to the designated IT contact for review.

Service Levels

1. This Statement of Work and Service Level Agreement (SLA) aims to ensure that the contractor meets Sandpoint's business requirements for availability, reliability, and secure services that are backed by service levels. By meeting these objectives, the City aims to:
 - a. Improve end user experience and productivity
 - b. Standardize the environment (hardware and software)
 - c. Improve security, data management, and backup

- d. Improve asset management and control
 - e. Improve total cost of ownership management while supporting Sandpoint’s initiatives
2. Contractor shall adhere to the following minimum service levels. Contractor shall deliver a monthly report (SLA Report) documenting performance according to the agreed-upon service levels set forth below. Any SLA that is not met will require a remediation plan included in the SLA Report that will be implemented in less than 30 days.

Priority Levels:

Priority	Response Time	Resolution Time
Urgent (multiple staff members unable to function)	2 hours	90% resolved in less than 8 hours
High Priority (single system down or critical function unavailable)	4 business hours	90% resolved in less than 16 hours
Medium Priority (a single program or function does not work)	8 business hours	75% resolved in less than 24 hours
Low Priority (issue reduces productivity, but a work around exists)	16 business hours	75% resolved in less than 1 week

Account Administration, Management, and Reporting

- 1. Contractor is responsible for maintaining a high level of service and accurate reporting on that service. Account administration includes, but is not limited to, the following services and reports:
 - a. Prepare and deliver Service Level Agreement Reports (monthly)
 - b. Report of all Help Desk tickets or reported incidents that have been open more than three days (weekly)
 - c. Summary report of all tickets opened, closed, or worked during the month, with a status for each

- d. Prepare and conduct an IT Satisfaction Survey (annually)
 - e. Perform Annual Technology Assessment to include current state of all hardware, software, licenses, vendors, diagrams, and recommendations for improvements, innovation, new technology, including improvement and sustainability projects
 - f. Attend IT meetings on-site or via tele/video conference
 - g. Provide current status of service request or project (as needed)
2. Vendor will be required to sign a Professional Services Agreement
 3. Transition/Onboarding
 - a. City staff will provide access to all computer rooms and equipment.
 - b. City staff will coordinate date and time for transition of passwords (and responsibility) with current vendor.
 - c. Current vendor will be available for assistance with knowledge transfer as required.
 - d. All support services and passwords will be transitioned from the current vendor to the winning vendor at a specific date and time agreed upon by all parties.

Implementation

1. Project Management
 - a. Contractor is expected to provide an Account Manager for the City. The Account Manager is expected to interface with the City's technology liaison and management, and become the main contact for the City for the duration of the contract.
 - i. The Vendor Project Manager will be assigned to the City for the duration of the contract.
 - ii. The City reserves the right to request a change in Account Manager based on performance.
 - iii. Project implementation will be coordinated with City schedules in order to minimize any disruptions to normal operations.

C. SUBMISSION AND INQUIRIES

Sandpoint encourages disadvantaged, minority, and women-owned Consultants to respond. The City, in accordance with Title VI of the Civil Rights Act of 1964, (42 U.S.C. 2000d to 2000d-4) and associated regulations as well as Sandpoint City Code, hereby notifies all responders that it will ensure that all businesses will be afforded full opportunity to submit proposals in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex, sexual orientation, or gender identity/expression in consideration for an award.

The City reserves the right to waive any minor non-compliances or irregularities contained in the Proposals, at its sole discretion. The City may reject any and all Proposals.

Mail/Deliver three (4) hard copies and one (1) thumb-drive, pdf copy of your Proposal to:

City of Sandpoint, City Clerk
1123 Lake Street
Sandpoint, Idaho 83864

Emailed submissions will not be accepted for this RFP.

Proposals will be received until **2:00:00 p.m. Pacific Daylight Time, Thursday, August 27, 2020.**

All questions regarding this RFP shall only be directed, in writing, to:

Cheryl Hughes
Contract/Procurement Officer
chughes@sandpointidaho.gov

All Questions and City Answers and any addenda will be posted on the City's website at www.sandpointidaho.gov. All questions must be received, in writing, by 2:00:00 PM PST, Friday, August 21, 2020.

D. REQUIRED PROPOSAL FORMAT AND CONTENT

The proposal shall contain all sections listed below, separated by dividers, and shall respond fully to all requirements of the RFP. Proposals are limited to 24 single-sided (8-1/2" x 11") pages, no less than 11-point font, not including a cover page. Submittals which do not address the items in this section may be considered incomplete and may be deemed non-responsive by the Review Committee.

1. **LETTER OF INTEREST:** Provide a letter of interest signed by an authorized Contractor representative. Acknowledge all issued addenda. Inclusion of all the items indicated above will constitute a passing score for this section (1-page maximum).
2. **STAFF QUALIFICATIONS:** The Proposal shall include a project manager and organizational chart and brief biography of Contractor staff proposed to be assigned to the Support Services Agreement. Each individual's proposed position/responsibility shall be indicated.

- Special emphasis shall be provided to the individual's background, qualifications, certifications, experience on related and/or similar projects/support services. At least three (3) client references, including name, description of past working relationship, and current contact information shall be listed for each key individual who is proposed in the organization chart. Any applicable professional licenses or certifications shall be designated for each individual. Inclusion of all the items indicated above with a clear representation of each team member's competency and successful past experience with related and/or similar projects/support services, to include at least three (3) positive client references for each key individual, will constitute a passing score for this section (4-pages maximum).
3. RELATED PROJECT/SUPPORT SERVICES EXPERIENCE: The Proposal shall include up to three (3) profiles of similar services in comparable organizations. Past projects/support services must have been within the last three (3) years and shall include: client name, and a detailed description that clearly justifies why the Contractor's past experience is applicable to this RFP. For each project/support service, indicate which proposed key personnel worked on the project/support service and describe the role/work they performed and their levels of involvement (2-pages maximum per project / 4-pages maximum total).

 4. PROJECT/SUPPORT SERVICES APPROACH: In this section, Respondent must include its approach to providing efficient and effective IT support services, as well as its proposed administrative procedures, areas of responsibility, and a discussion of service delivery, such as method of contact and assignments, etc. Respondent should provide descriptions of their approach to the following: (6-pages maximum)
 - Help Desk Support;
 - Help Desk Availability and Response Times;
 - Service-Level Metrics;
 - After-Hours Support;
 - Support Tracking;
 - Desktop Applications Support;
 - Active Directory Administration (add, change, delete users);
 - Office 365 Administration;
 - Network Administration;
 - Security Administration;
 - Managed Services Technology;

 5. DETAILED DRAFT SCOPE OF SERVICES: This will form the basis of the Scope of Services/Approach to be included in the Contract and be given the most weight in evaluation and scoring of the Proposals. The Proposal shall include (8 pages maximum):
 - A. description of the Contractor's understanding of the Support Services;
 - B. detailed description of the Contractor's proposed scope of services; and
 - C. list any additional documents, assistance, or resources necessary or required by the City of Sandpoint (i.e. computer, office, etc.)

6. PRICE PROPOSAL: Compensation or Payment Schedule

Respondent to propose pricing as follows and may submit in any preferred format or table:

- 1. Provide proposed costs for personnel for an average of forty hours of on-site support per week. On-site support to include IT management, reporting, and budgeting. Special projects and project-related work are not included in on-site support. Provide these costs as a monthly *and* annual cost for support services.
- 2. Provide proposed costs for personnel for an average of twenty hours per week of on-site Network, Server, and Project Assistance. Provide these costs as a monthly and annual cost for support services.

Respondent must provide price proposal in both monthly and annual costs for services as outlined in 6.1 and 6.2 above for FY 2021/2022, FY 2022/2023, and 2023/2024. Pricing will be re-negotiated upon the first one-year renewal for FY 2024/2025.

Invoicing for services to be submitted monthly and all invoices must include the minimum of the following for all time and expense charges:

- Date of service;
- Key Personnel service provided by;
- Description of service provided;
- Location of service (ie; telephone, computer, on site (list City facility), etc.); and
- Duration of chargeable time

The Price Proposal will serve as the basis for scoring. The Price Proposal will be scored as follows: (2-pages maximum):

$(\text{Lowest Three Year Proposal Price} / \text{**Three Year Proposal Price}) \times 15$

Lowest Three Year Price will receive a score of 15

Example: Three Year Proposal Price A = \$100,000, Lowest Three Year Proposal Price = \$95,000

$(\$95,000 / \$100,000) \times 15 = \text{Score of } 14.25 \text{ points}$

***Three Year Proposal Price will consist of totaling each Annual proposal price for all three Fiscal Years combined.

7. Alternate Proposals: Respondents are encouraged to propose alternate methods of providing the support services requested by the City. All Alternate Proposals must be clearly labeled and must contain all costs associated with the proposed services. (4-pages

maximum).

E. REVIEW AND EVALUATION

Responses to this RFP will be evaluated and ranked by a Review Committee. Selection will be based on the RFP and the following point criteria (100 points total / 120 total if oral Interviews are conducted):

- 1. LETTER OF INTEREST (PASS/FAIL)
- 2. STAFF QUALIFICATIONS (20 points)
- 3. RELATED PROJECT/SUPPORT SERVICES EXPERIENCE (15 points)
- 4. PROJECT/SUPPORT SERVICES APPROACH (25 points)
- 5. DETAILED DRAFT SCOPE OF SERVICES (25 points)
- 7. PRICE PROPOSAL (15 points)

Section 1 of the Proposal will be evaluated on pass/fail criteria. Failure to achieve a pass rating on the components of these sections may result in the Proposal being declared non-responsive and the Proposer being disqualified. All other sections of the Proposal will be evaluated and scored on a qualitative basis. Final selection may be made after oral interviews of the top two or three applicants at the discretion of the City. If applicable, the oral interviews will be scheduled within two weeks after the proposal due date and will be factored into the final scoring with a total of 20 possible points.

Selection shall be based upon evaluation criteria, the committee’s recommendations, and subject to City Council’s final approval. It is the City’s intention to select one firm to perform all services.

F. SCHEDULE

Listed below is the tentative schedule for the selection process and is subject to change:

Event	Date
Proposal Deadline	August 27, 2020
Evaluation by Review Committee	August 31-September 03, 2020
Award of Contract	September 16, 2020
Contract Start Date	October 01, 2020

G. PROTESTS

- Prior to a submission of a protest relating to or arising from the solicitation for RFP, all parties shall use their best efforts to resolve concerns raised by an interested party through open and frank discussions.

- Protests shall be concise and logically presented to facilitate review by the City. Failure to substantially comply with any of the requirements of this section may be grounds for dismissal of the protest.
- Protests shall include the following information:
 - A. Name, address and fax and telephone numbers of the protester;
 - B. Solicitation or contract number;
 - C. Detailed statement of the legal and factual grounds for the protest, to include a description of resulting prejudice to the protester;
 - D. Copies of relevant documents;
 - E. Request for a ruling by the City;
 - F. Statement as to the form of relief requested;
 - G. All information establishing that the protester is an interested party for the purpose of filing a protest; and
 - H. All information establishing the timeliness of the protest.
- Protests based on alleged apparent improprieties in the RFP Documents and solicitation procedures or evaluation and award criteria shall be filed at least ten (10) calendar days before the proposal submittal date. Failure to promptly file a protest based on solicitation procedures or evaluation and award criteria shall be deemed a waiver of the right to pursue a protest. In all other cases, protests shall be filed no later than five (5) calendar days after the basis of protest is known or should have been known, whichever is earlier, but no later than ten (10) days after the proposal due date.
- Action upon receipt of protest:
 - A. Upon receipt of a protest before award, a contract may not be awarded, pending resolution of the protest, unless contract award is justified, in writing, to be in the best interest of the City.
 - B. If award is withheld pending City resolution of the protest, the City will inform the proposers whose proposals might become eligible for award of the contract. If appropriate, the proposers will be requested, before expiration of the time for acceptance of their proposals, to extend the time for acceptance to avoid the need for re-solicitation. In the event of failure to obtain such extension of time, consideration should be given to proceed with award.
 - C. Upon receipt of a protest within ten (10) days after contract award, the City shall immediately suspend performance, pending resolution of the protest, including any review by an independent higher level official, unless continued performance is justified, in writing, for urgent and compelling reasons or is determined, in writing, to be in the best interest of the Owner.

- D. Pursuing a protest does not extend the time of obtaining a judicial stay, injunction or other remedy.
- E. The City shall make its best efforts to resolve protests within 20 days after the protest is filed. To the extent permitted by law and regulation, the parties may exchange relevant information.
- F. City protest decisions shall be well-reasoned, and explain the City's position. The protest decision shall be provided to the protestor using a method that provides evidence of receipt.

RESPONDER CERTIFICATION

Responder has examined the specifications and has fully informed themselves as to all terms and conditions. Any discrepancies or omissions from the specifications or other documents have been clarified with City representatives and noted on the proposal submitted.

Responder guarantees product offered will meet or exceed specifications identified in this Request for Proposal.

Responder Must Fill in, sign, and return with Proposal:

NAME OF CONTRACTOR FIRM: _____

CONTRACTOR REPRESENTATIVE NAME: _____

CONTRACTOR REPRESENTATIVE TITLE: _____

MAILING ADDRESS: _____

CITY, STATE, ZIP: _____

PHONE NUMBER: _____

E-MAIL ADDRESS: _____

AUTHORIZED SIGNATURE: _____

DATE: _____

Please acknowledge all Addenda to the RFP by entering each Addenda number below (if applicable):

ADDENDA NO. _____

**SAMPLE AGREEMENT FOR XXXXXXXXXXXX BETWEEN THE CITY OF SANDPOINT
AND XXXXXXXXX**

This Agreement is made and entered into this 01st day of October, 2020, by and between the City of Sandpoint, a public body corporate and politic (hereinafter the "CITY"), and XXXXXXXXXXXX, a State of Idaho (Limited Liability Corporation, Corporation, Sole Proprietor, etc), (hereinafter called the "CONTRACTOR"). The CITY and the CONTRACTOR are sometimes referred to herein as a "party" or "parties."

RECITALS

WHEREAS, the CONTRACTOR represents that CONTRACTOR has the expertise and is qualified to perform XXXXXXXXXXXX, as provided for in this Agreement; and

WHEREAS, the CITY and the CONTRACTOR have determined it is in their mutual interest to enter into this Agreement for the provision of such services within the CITY, subject to the terms and conditions provided herein.

NOW THEREFORE, the CITY and the CONTRACTOR, in consideration of the payments, covenants and conditions hereinafter set forth, hereby agree as follows:

1. DESCRIPTION OF SERVICES

1.1 The CONTRACTOR shall provide Information Technology support services as described in Exhibit A, Scope of Work, and perform and complete all such services in a manner satisfactory to the CITY. Approval of the work performed by the CONTRACTOR shall be made by the City's XXXXXXXXXXXX Director/designee, who shall oversee this Agreement on behalf of CITY. All services required under this Agreement shall be performed by the CONTRACTOR, or under the CONTRACTOR'S direct supervision, and all personnel shall possess the qualifications, permits, and licenses required by State and/or Local law to perform such services. The CONTRACTOR shall be solely responsible for the satisfactory work performance of all personnel engaged in

performing services required by this Agreement, and for compliance with all reasonable performance standards established by the CITY.

1.2 The CONTRACTOR shall not accept any change to the scope, or change in provisions if this Agreement, unless issued in writing, as an amendment or change order by the CITY.

1.3 The CONTRACTOR agrees to possess a CITY Business License as required by Title 3 of City Code, prior to commencement of any services under the term of this Agreement and maintain such license throughout the term of the Agreement. The CONTRACTOR further agrees to keep and maintain any and all required local, state, and federal licenses and/or certifications to perform work and provide services as described within this Agreement. If requested, the CONTRACTOR shall provide written proof of such licenses and/or certifications to the CITY for all times when it is performing services under this Agreement.

2. SUPERVISION OF PERSONNEL AND SUBCONTRACTORS

2.1 The CONTRACTOR warrants that nothing contained in this Agreement shall be construed as creating an employment relationship between the CONTRACTOR, or any of its employees, agents or assigns and the CITY, it being understood by the parties that each employee, agent or assign of the CONTRACTOR providing services hereunder shall at all times relevant to this Agreement be and remain an employee, agent or assign of the CONTRACTOR, which shall be exclusively responsible for providing all compensation, benefits, payment of and reporting of all employment or income taxes, if any, insurance, discipline, supervision, and direction for each such individual during the full term of this Agreement.

2.2 Use of Subcontractors are not allowed under this Agreement.

3. INDEMNIFICATION

The CONTRACTOR shall defend, indemnify and hold the CITY, its officials, officers, employees, agents and assigns, harmless from and/or against any and all claims, damages, and liabilities (including reasonable attorney's fees) that may be suffered or incurred or that arise as a result of and which are caused by the CONTRACTOR'S wrongful acts or omissions in the performance of its duties under this Agreement. This indemnification does not apply when such claims,

damages, and liabilities are the result of negligent acts, errors, omissions or fault on the part of the CITY, its officials, officers, employees, agents or assigns. Nothing contained in this indemnification provision shall waive, in any manner, the limits of liability provided to the CITY specified in Idaho Code §6-901 through 6-929, known as the Idaho Tort Claims Act.

4. INSURANCE:

At all times material hereto, the CONTRACTOR shall keep and maintain a policy or policies of insurance covering losses resulting from general liability, personal injury and property loss, in amounts no less than \$1,000,000.00 per claim and \$2,000,000.00 in the aggregate, for any losses sustained as a result of performance of its duties and responsibilities under this Agreement, naming the CITY as an additional insured on each such policy or policies of insurance. The CONTRACTOR shall provide the CITY with proof of such insurance for the entire term of this Agreement. The CONTRACTOR shall also keep and maintain an automobile insurance policy or policies for each of its employees, in the same amounts stated above, insuring against losses related to operation of its vehicles in performance of its duties under this Agreement, naming the CITY as an additional insured on each such policy or policies. All employees of the CONTRACTOR are deemed its employees only, and CONTRACTOR shall be responsible for carrying proper Workers' Compensation coverage on any such employees. Proof of automobile insurance coverage and Workers' Compensation coverage shall also be provided to the CITY for the entire term of this Agreement.

CONTRACTOR shall keep and maintain a Professional Liability: Errors and Omissions in amounts no less than \$1,000,000.00 for any losses sustained as a result of performance of its duties and responsibilities under this Agreement, naming the CITY as an additional insured on each such policy of insurance.

5. PROJECT APPROVAL AND DOCUMENTATION

5.1 All services performed by the CONTRACTOR shall be reviewed and approved by the City's XXXXXXXXXXXX Director/designee to determine acceptable completion.

5.2 All equipment, materials, parts, and other components incorporated in the work or services performed pursuant to this Agreement shall be of the most suitable grade for the purpose intended. All work shall be performed in a skilled and workmanlike manner.

6. PRICE AND PAYMENT

6.1 The CITY shall pay the CONTRACTOR a not to exceed amount of **\$XX,XXX.00 (XXXXXXX Dollars)** for the completion of all services described within this Agreement. This not to exceed amount shall include all costs or expenses incurred by the CONTRACTOR in performance of its services under this Agreement.

6.2 The CONTRACTOR shall submit an itemized invoice on a monthly basis of services performed under this Agreement as outlined in Exhibit B, Fee Schedule, which shall be paid no sooner than thirty (30) after receipt by the CITY.

7. TERM

The term of this Agreement is Three (3) years commencing October 01, 2020 with an option for two (2) one year renewals at the end of the first term (September 30, 2023) with pricing, terms, and conditions agreed upon by both parties. The Term is based on continued program funding in subsequent fiscal years beginning with Fiscal Year 2021/2022.

8. TERMINATION

8.1 The CITY or CONTRACTOR may terminate this Agreement for its sole convenience with ten (10) days' written notice. Upon termination, the CONTRACTOR shall immediately cease any and all work and surrender to the CITY any and all finished or unfinished documents, processes, programs, and any other supplies or materials, which shall immediately become the property of the CITY. As compensation in full for services performed to the date of such termination, the CONTRACTOR shall receive an amount equal to the value of the work completed as of the termination date, as agreed upon and negotiated by both parties but in no event shall the amount payable upon termination exceed the total maximum compensation provided for in this Agreement.

8.2 Should the CITY determine that the CONTRACTOR has failed to supply an adequate work force to provide services of satisfactory quality, or has failed in any other respect to perform the services or any of its obligations under this Agreement, then the CITY shall give written notice to CONTRACTOR, specifying all such defaults, to be remedied within ten (10) days from the date of such notice. If, after ten (10) days, the CONTRACTOR has failed to implement appropriate corrective measures, the CITY may elect to terminate this Agreement.

8.2.1 In the event the CITY terminates this Agreement as provided for in this Section 8.2, the CONTRACTOR shall immediately cease any and all work and surrender to the CITY any and all finished or unfinished documents, processes, programs, and any other supplies or materials within fifteen (15) working days after notice of termination which shall immediately become the property of the CITY. As compensation in full for services performed to the date of such termination, the CONTRACTOR shall receive an amount equal to the value of the work completed as of the termination date, as agreed upon and negotiated by both parties but in no event shall the amount payable upon termination exceed the total maximum compensation provided for in this Agreement.

8.2.2 In the event the CITY terminates this Agreement as provided for in Section 8.2, it may seek any other remedies available to it in law or equity arising out of the CONTRACTOR'S failure to fully perform all of its obligations hereunder.

9. COMPLIANCE WITH LAW/VENUE

The CONTRACTOR shall comply with all federal, state, and local laws governing performance of its obligations under this Agreement. The jurisdiction/venue for any action arising out of performance of this Agreement, or interpretation of its terms and conditions, shall be in the District Court in the First Judicial District of the State of Idaho, Bonner County.

10. NON DISCRIMINATION

10.1 The CITY, in accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d to 2000d-4), and associated regulations, as well as Sandpoint City Code, hereby notifies the

CONTRACTOR and any subcontractor that it shall not discriminate against any applicant or employee on the grounds of race, color, national origin, or sex, sexual orientation, or gender identity/expression.

10.2 The CONTRACTOR and any subcontractors shall, in all solicitation or advertisements for employees placed by them or on their behalf, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, sexual orientation, gender identity/expression, age or national origin.

11. SUPERSEDING AGREEMENT AND SEVERABILITY

This Agreement supersedes and replaces any pre-existing written or verbal agreements between these parties. If any provision of this Agreement is held to be unenforceable, such provision shall be excluded without affecting the remaining terms and provisions contained herein.

12. ATTORNEY FEES

Reasonable attorney fees and costs shall be awarded to the prevailing party in any action to enforce or interpret this Agreement, or to declare a termination or forfeiture thereof.

In Witness Whereof, the parties hereto have caused this Agreement to be executed and attested by their respective officers or representatives thereunto duly authorized.

CITY OF SANDPOINT
1123 Lake Street
Sandpoint, Idaho 83864

CONTRACTOR
Address
City, State Zip

_____		_____	
Name	Date	Name	Date
TITLE		TITLE	

EXHIBIT A
SCOPE OF WORK

Services performed by CONTRACTOR under the terms of this Agreement include:

RFP Scope will be inserted here

**EXHIBIT B
FEE SCHEDULE**

Fee for services as described in Exhibit A, Scope of Work, is TBD

CITY makes no guarantee entire Agreement Price will be expended during the term of this Agreement.

END OF SAMPLE AGREEMENT

EXHIBIT A CITY SOFTWARE APPLICATION LIST

Acrobat Pro, Reader and Standard
Acronis Backup 12.5
Adobe Illustrator
AutoCad 2018
Badger Meter Reading
Barracuda Backup
BlueBeam PDF
B S & A ERP (new financial software – went Live 10/01/19)
Cisco Jabber
Coban
Compstat
CUES Granite
Custom Intranet
Datanow (old financial software)
DesignCAD Max
Eimpact
ESRI ArcGis
Firehouse
Microsoft Hyper-V
Laserfiche Rio 10.3.1
Lifesize Recording
Microsoft Exchange Server 2013
Microsoft Exchange Server 2016
Microsoft Office Home and Business and Standard 2010, 2013, 2016 and 2019
Microsoft Office 365
Microsoft Remote Desktop Server
Microsoft Server 2008 R2
Microsoft Server 2012 R2
Microsoft Server 2016
Microsoft SQL Server Express Microsoft SQL Server Standard 2008 R2 Microsoft SQL Server Standard 2012 Microsoft SQL Server Standard 2014
Microsoft Windows 7 Pro and Microsoft Windows 10 Pro
NetMotion VPN
Orion Meter Reading
Rockwell Automation Software for SCADA Systems
Sonicwall VPN
Spillman
Symantec Backup Exec 2012 and 2014
Symantec Endpoint Protection Enterprise
Veritas Backup Exec 16
VLC Player
Watchguard
Winamp



RESPONSE TO RFP NO. 20-1920-1

City of Sandpoint

Aug 26, 2020



Newport/Spokane [HQ]
204 W Walnut St, D.
Newport, WA 99156
509.447.0440

Coeur D'Alene Metro
8160 N. Cornerstone Dr.
Hayden, ID 83835
208.762.7999

Sandpoint
301 Cedar St. Suite 106
Sandpoint, ID 83864
208.263.9095

Wednesday, Aug 26, 2020

City of Sandpoint

1123 Lake Street
Sandpoint, ID 83864

The entire Exbabylon IT Solutions team is excited to formally submit a response to RFP NO. 20-1920-1 for Information Technology Contract Support Services. After a thorough review of the RFP, subsequent addendums and Q&A's, we believe that the City of Sandpoint would be a great fit as an Exbabylon client and that our team is uniquely suited to be the City of Sandpoint's IT, Cloud and Security Services Provider.

Since our founding in 2001, Exbabylon has had deep roots in North Idaho— the first Exbabylon business license was filed with a Blanchard, ID address. Our team has since grown to become one of the largest and most capable IT providers in the Inland Northwest, with a deep commitment to customer service and a team that prides itself in providing highly technical solutions that are not just approachable by end users, but that also empower them to be more effective in their roles.

Exbabylon made the INC 5000 list of fastest growing companies in 2019, and just found out that we made the list again for 2020! We now have 28 humans working on our team and, before we were aware of this RFP, had selected our new Sandpoint Team Lead to head up a new Sandpoint office to better serve our established customer base in the area. With this new location in the beautiful Belwood 301 building (alongside Pend Oreille Winery, a client of ours for over 6 years!), an increased commitment to the Sandpoint community, our Microsoft and SonicWall partnerships, and our local government experience, we believe that our ability to serve the City is unmatched.

Our motto for 2020 has been simply: **"Do Great Things."** We are thrilled for the opportunity to partner and Do Great Things with the City in the years to come!

Cheers!

Alex Stanton, Managing Partner

alex@exbabylon.com
509.671.0439 cell

www.exbabylon.com





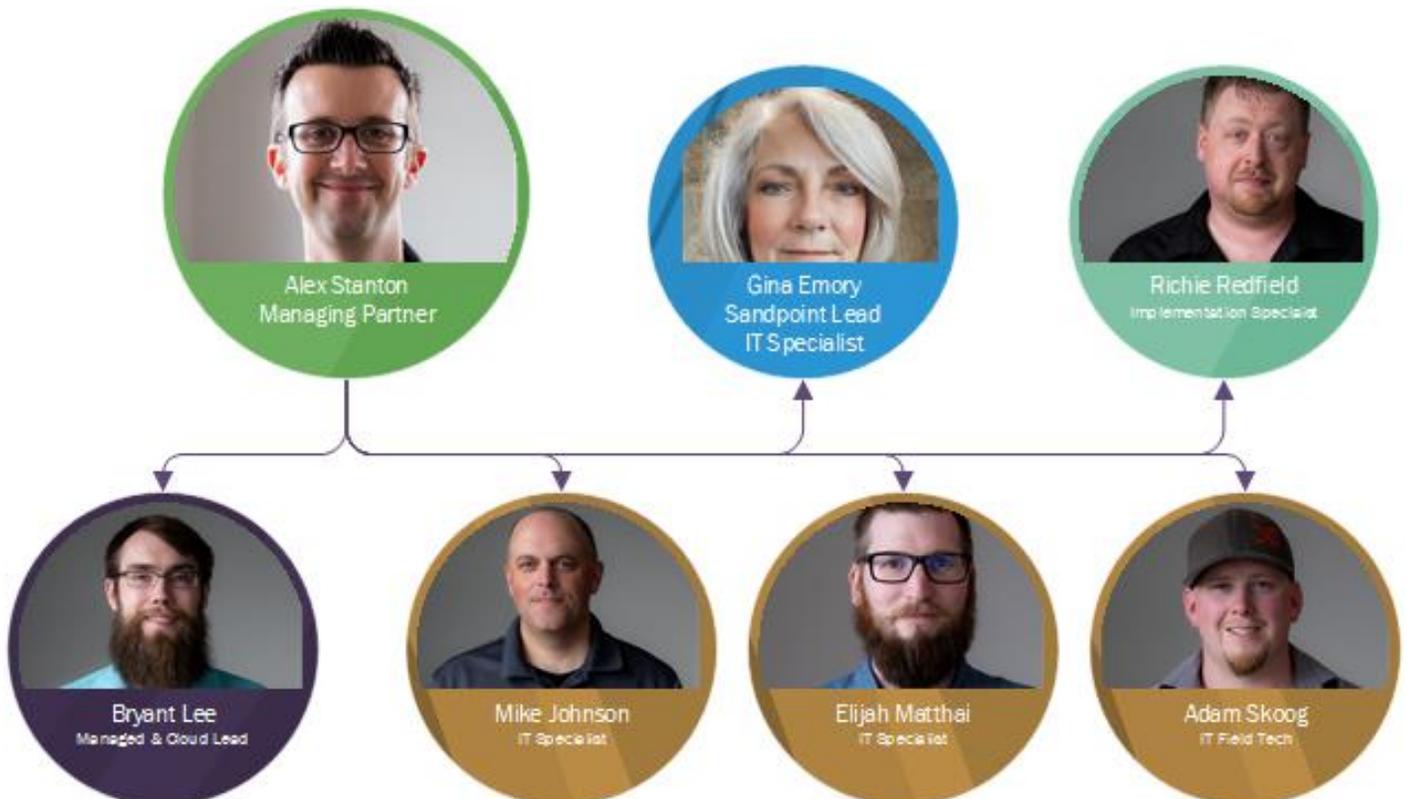
Alex Stanton, Managing Partner & vCIO, Leadership & Strategy

As Exbabylon’s fearless leader, Alex has 20 years of experience in IT, security, development, and enterprise project management. He provides IT strategy for organizations throughout the region and is an expert in cybersecurity, providing guidance & engineering to local government, law enforcement, healthcare, and Department of Defense contractors. He chairs the North Idaho College IT & Healthcare IT Advisory Council, is a board member on the Pend Oreille County Economic Development Council, taught the CyberPatriot summer camp program in Sandpoint for several years, works with University of Idaho on the Dig’nIT Internship program, has collaborated with the FBI on cybersecurity outreach in North Idaho, and is a regular speaker on cloud, security, and strategy at IT, aerospace, and business conferences.

Alex will provide a critical role in helping City Administration and Council navigate the new landscape of IT— providing executive IT leadership during emergencies and cyber incidents, while providing strategy in an era of pandemics, work from home, and cloud, as the City embarks on its Digital Transformation journey.

Client References

- **Bonnie Glazier, Technology Director, Bonner County**
 - Co-managed IT infrastructure, Project Management, InfoSec, Firewall & Network Engineering
 - 208-255-3630 ext1196 | bonnie.glazier@bonnercountyid.gov
- **Joyce Haques, Vice President, Unitech Composites**
 - Co-managed IT infrastructure, Project Management, Global Cybersecurity Strategy
 - 208-772-0533 ext149 | jhaques@unitechcomposites.com
- **Bob White, CFO, Encoder Products Company**
 - Co-managed IT infrastructure, Project Management, Cloud Migration, Cybersecurity
 - 208-263-8541 ext4735 | bobw@encoder.com





Gina Emory, Account Manager & IT Specialist

Gina is the newest member of our team and our new Exbabylon Sandpoint Office Lead. She brings 37 years of experience providing management and support for multi-server, multi-desktop, multi-user network environments. For the last 26 years she has served as the IT Director for the East Bonner County Library District, managing the WAN/LAN and all connected peripherals, networking hardware and software, Google Cloud, a Windows Domain with 12 servers, 120 desktops, tablets, mobile phones, laptops, 40+ users, and two locations. In addition to technical expertise, she brings seasoned administration capabilities -- including annual budget development, project planning and management, technology planning, and vendor oversight.

With the East Bonner County Library District being a co-managed client since 2013, the Exbabylon team has had nearly 7 years of experience working collaboratively with Gina -- she will be a highly effective Account Manager and advocate for the City of Sandpoint from day zero, providing white-glove service to ensure the effective operation of IT services for the City in collaboration with the IT System Analyst and Admin staff.

Client References

- **Ann Nichols, Director of East Bonner County Library District**
 - IT Consultant 4 Years, On Staff 26 years as IT Director
 - 208-263-6930 | ann@ebonnerlibrary.org
- **Michelle Kensbock, Manager of VCA North Idaho Animal Hospital**
 - IT consultant for seven years. Network management, server and desktop management
 - 208-265-5700 | michelle.kensbock@vca.com
- **Mark Fuller, Owner of Clearwater Gear**
 - 15 years of IT services including network and hardware management
 - 208-255-2900 | mark@clearwatergear.com



Bryant Lee, Managed & Cloud Services Lead

An Exbabylonian since 2016, Bryant Lee has over a decade of experience in the IT field across multiple various industries. He is highly experienced in the administration and management of a broad variety of environments from SMB to Enterprise. Targeted specializations include Windows Server, Microsoft 365, Azure, and SonicWall. He focuses on ensuring that all systems are highly secure and provide a sustainable and effective platform for all end users. He leads a team of five six support/cloud specialist. As lead he will work directly with the Account Manager, Project Leads, City Admin and/or IT Staff to deliver a high-quality experience.

Client References

- **Jarrett Warren, Support Engineer III, Panhandle Health District 1**
 - Microsoft 365 Migration, Security & Management
 - 208-415-5190 | jwarren@phd1.idaho.gov
- **Tim St. Martin, IT Director, People for People**
 - Co-managed Network, Server & Firewall Services, Cybersecurity
 - 509-248-6726 Ext. 218 | tstmartin@pfp.org
- **Darren Helm, Managing Director / CEO, Frencken America**
 - Fully Managed Network, Microsoft 365, Server & Firewall Services, Cybersecurity
 - 509-869-3609 | Darren.Helm@frenckengroup.com



Richie Redfield, Implementation Specialist

A team member who has been with Exbabylon since 2011 and lives/works in Sandpoint, Richie will work directly with all Exbabylon teams and the IT System Analysis to ensure success as the lead PM for the Onboarding and Transition process as Exbabylon transitions from the current IT provider.

Specializations in Active Directory Domain Administration, Microsoft 365, Microsoft Azure, Microsoft Exchange, Windows Server Administration, and Hyper-V Virtualization, with extensive experience in advanced systems migrations from on-premises to Microsoft Cloud services.

Client References

- **Lyle Beck, Senior Manager of IT Infrastructure and Operations, of Litehouse Foods**
 - Project Management, Engineering, Microsoft 365 Digital Transformation to M365 & Azure
 - 208-920-2015 | lbeck@litehouseinc.com
- **Josh Smith, IT Manager, Alpha Capital Finance**
 - Systems Migrations, Microsoft 365, Firewall and Network Engineering/Implementation
 - 208-263-4799 | josh@alpha-capital.com
- **William Deniston, IT Manager, Public Health Idaho North Central District**
 - Multi-Site Project Management and Migration to Microsoft 365
 - 208-799-0397 | wdeniston@phd2.idaho.gov



Elijah Matthai, IT Specialist

A long-time Exbabylon team member, Elijah joined in 2012. He specializes in Microsoft 365, Microsoft Azure, migrations of enterprise systems & line of business applications; disaster recovery planning; annual IT & IT project budget management; enterprise IT team leadership; IP telecom systems engineering, migration and implementation. His certifications include CompTIA A+, CompTIA Network+, CompTIA Security+, Certified SonicWall Security Administrator. Apple Certified Support Professional 10.13, and Apple Certified Associate - Mac Integration 10.13.

His experience with helping clients transition from legacy and out-of-standard environments to modern, best practices while maintaining an end-user centric approach makes him a critical asset to the City support team.

Client References

- **Laurel Thomas, City Clerk, City of Priest River**
 - 3 years of IT support and lead on IT projects, initiatives and implementation, Microsoft 365
 - 208-448-2123 | lthomas@priestriver-id.gov
- **Amanda Six, Director, Stevens County Rural Library District**
 - 4 years of IT support and lead on IT projects, initiatives and implementation, Cloud Servers
 - 509-684-6620 ext 306 | amanda@scrld.org
- **Mandy Walters, Director, Pend Oreille County Library District**
 - 1 year of IT support and lead on IT projects, initiatives and implementation
 - 800-366-3654 | mwalters@pocld.org



Mike Johnson, IT Specialist

Joining Exbabylon in 2014, we just celebrated his 6-year anniversary! He is a graduate of ITT Technical Institute Spokane (class of 1997) with a degree in Electronic Engineering. Having spent the past 25 years in the IT Field, ranging from Management to Field Technician and Engineer, he is well-equipped to assist with any onsite and networking needs.

An engineer who is one of our best client advocates, he regularly serves our Sandpoint clientele. Mike previously worked for Coldwater Creek as an IT Admin and has been a (mostly) Idaho native for the last three decades. He is a certified Sonicwall Network Security Administrator and was one of our team members who joined the facility walk-thru as part of the RFP process and is excited to “help the City get to a healthy place”. He will be joining Richie as part of the Onboarding and Transition team.

Client References

- **Heidi McGreal, Director of Administrative Services, Valley Vista Care Corporation**
 - 6 years of IT Support, Advanced Project Management and Implementation
 - 208-245-4576 ext 104 | hmcgreal@valleyvista.org
- **Gloria Rauch, President/CEO of St. Joe Valley Credit Union**
 - 5 years of IT Support, Advanced Project Management and Implementation
 - 208-245-4231 | gloria.r@stjoevalleycu.com
- **Jake Craner, VP of IT of Heritage Health**
 - 1 yr Project Support and Microsoft Cloud Project Implementation, 3 years prior to Heritage
 - 208-819-3395 | jcraner@myheritagehealth.org



Adam Skoog, IT Field Technician

With 10 years of experience working with Windows, Linux, and Apple workstations and servers, as well as supporting and deploying networks, Adam brings a wealth of experience and a user-centric approach to everything he does.

He will work closely with team members and the City of Sandpoint employees to resolve technical issues and make technology work for them. He has been with Exbabylon for 5 years and his certifications include CompTIA A+, CompTIA Network+ and is a CompTIA IT Operations Specialist.

Client References

- **Linda Headrick, Human Resources, Aerocet Inc.**
 - Infrastructure, Phones, Servers, Networks, Workstations, Server and Network Upgrades
 - 208-448-0400 | headrick@aerocet.com
- **Russ Pelleber, City Administrator, City of Newport**
 - Microsoft 365 Migration Project, User Support
 - 509-447-5611 | rpelleberg@newport-wa.org
- **Jessica Varang, IT Manager, Stevens County Rural Library District**
 - Co-Management of full IT infrastructure including; VOIP Phone, Azure Cloud services, Firewall as a Service, Security and Monitoring.
 - 509-233-9621 ext 103 | jessica@scrlid.org



Valley Vista Care Corporation is a not-for-profit health organization committed to providing residents with a safe, comfortable and caring environment. With multiple facilities across Idaho including Sandpoint and St. Maries.

HISTORY

Exbabylon was hired as the Managed Services Provider for Valley Vista in 2012 and has served as the exclusive IT Services provider without break in tenure since. We continue to work with the dynamic team to help them deliver patient care and, especially during COVID-19, are proud to help this mission-critical non-profit organization serve our community.

SCOPE

This is a fully managed client with no in-house IT staff. Mike and Adam provide routine visits and on-site support. Projects, including a Microsoft 365 Migration and Hyper-V Upgrades were engineered by Richie with implementation led by Mike. Bryant and his Managed Services Team handle day to day user support and network monitoring. Alex and Mike lead budget and strategic planning.

QUICK SYNOPSIS

Exbabylon has responsibility for the entire environment including approx. 5 firewalls, 20 servers and 100 computers across multiple facilities and work-from-home employees, a technology mix that includes a integrated Microsoft Cloud environment, on-premise servers, workstations and tablets in an environment that has rigorous cybersecurity compliance demands along with the challenge of non-profit fiscal budget constraints.

ROLES

- Helpdesk & User Services
- Network Management
- Server Management
- Endpoint Protection
- Patch Management
- Cybersecurity Services
- Project Management
- Project Implementation
- Hardware Acquisition
- Microsoft 365 & Cloud Management
- vCIO & Budget Planning
- Asset Lifecycle Management

SPECIAL CONSIDERATIONS & PROJECTS

As a healthcare provider, Valley Vista Care relies on IT systems to provide critical patient care to our region's most vulnerable population in a 24/7 environment. Projects must be implemented with little to no user impact as there are no "maintenance windows" for patient care, from the migration to Microsoft 365 to server upgrades, network changes and even workstation replacements, Exbabylon works hard to minimize impact to users through thorough project planning and meticulous execution.



The Libraries of Steven’s County has a mission to enrich the quality of life for all Stevens County residents by providing library resources for information, learning and recreation. Their vision: “a world of information, ideas and possibilities within the reach of every Stevens County resident.”

HISTORY

The Libraries of Steven’s County selected Exbabylon during an RFP process in 2016 to identify a new Managed IT Service Provider. Exbabylon continues to work alongside leadership, including the Director and Technology Education Manager— now entering our 5th year of service.

SCOPE

This is a fully managed client with joint collaboration alongside the Technology Education Manager to deliver a high-quality patron experience. Elijah was lead project manager and engineer as we shifted all on-premise servers to the Microsoft Azure Cloud, Adam provides onsite user support as required and Bryant’s Managed Services Team handles the day to day management required to support the network and users along with the new Microsoft Cloud server environment.

QUICK SYNOPSIS

Exbabylon provides network management including firewall, public wireless and VOIP services at 8 different library locations across Steven’s County in addition to supporting over 90 workstations and multiple Microsoft Azure Cloud Servers.

ROLES

- Helpdesk & User Services
- Network Management
- VOIP / Telephony
- Endpoint Protection
- Patch Management
- Cybersecurity Services
- Project Management
- Project Implementation
- Hardware Acquisition
- Microsoft Azure Cloud
- Budget Planning
- Asset Lifecycle Management

SPECIAL CONSIDERATIONS & PROJECTS

Serving public entities requires the ability to understand the mission of the organization first— for a library district that mission is to serve their patrons and community. This creates a framework which requires all IT initiatives to be focused on achieving those goals. For the Steven’s County Libraries, this meant creating a pathway to removing on-premise servers through a combination of “serverless” and Microsoft Azure Virtual Machines that allowed Exbabylon to remove reliance on physical servers at one location for the healthy function of the other facilities— allowing any one library location to go offline without impact to the others.



The beautiful community of Priest River, Idaho sits at the confluence of two pristine rivers located 7 miles east of the Washington border and 75 miles south of the Canadian border. Located in Bonner County, Priest River is home to approximately 1,700 friendly people.

HISTORY

Exbabylon has worked with the City of Priest River since our selection to become their Managed IT Provider during an RFP process in 2017 as they looked for a provider who could help them migrate to the cloud and handle the cybersecurity requirements of a small municipality. The Exbabylon team works closely with elected officials and the City Administrator to set annual budgets, recommend and rank projects, as well as provide strategic guidance to ensure the constant modernization and security of city hall, SCADA network and the police department.

SCOPE

This is a fully managed client. Elijah was project manager and Richie was project engineer during a migration to the Microsoft 365 Cloud. Adam provides onsite user support as required and Bryant's Managed Services Team handles the day-to-day management required to support the network and users along with the new Microsoft Cloud server environment.

QUICK SYNOPSIS

Exbabylon provides network management including multiple firewalls, servers, disaster recovery capabilities, Microsoft 365 security, SCADA security, and remote access, while also maintaining CJIS compliance at the Police Department with VPN cross connects to Bonner County for access to Spillman, storage of video log recorders, as well as MDC security and Netmotion connections.

ROLES

- | | |
|----------------------------|------------------------------|
| - Helpdesk & User Services | - Project Management |
| - Network Management | - Project Implementation |
| - CJIS & FIPS Compliance | - Hardware Acquisition |
| - Endpoint Protection | - Microsoft 365 Cloud |
| - Patch Management | - Budget Planning |
| - Cybersecurity Services | - Asset Lifecycle Management |

SPECIAL CONSIDERATIONS & PROJECTS

Exbabylon has systematically modernized the City's environment over the last three years and has a strategic plan for FY2021 which will include moving to a completely serverless environment for City Hall along with reduced hardware and licensing costs for the Police Department— simultaneously providing significant ROI and improved security through Exbabylon's Microsoft Azure Government CSP capability.

THE APPROACH



The Exbabylon solution for the City of Sandpoint follows a proven path we use for all clients this size— a hybrid Co-Managed Services Agreement. This simple approach combines the best of Managed Services with the flexibility, accountability and cost control of traditional hourly services in a collaborative approach that is fully inclusive of City Admin and/or IT staff.

The Managed Services Team handles the following day-to-day monitoring, care & maintenance tasks to keep the IT environment running smooth as part of a Base Managed Service offering. This team leverages the most advanced tools and automation to reduce cost, hours, and human error when practical:

- Ticket Flow Management, Routing & Assignment
- Network Monitoring & Alert Response
- Firewall Monitoring
- Internet Monitoring and ISP Management
- Patch Management
- Routine Firmware Updates
- Managed Anti-Virus & Malware Protection
- Backup Monitoring & Management
- Vulnerability Scanning
- Knowledge Base & Password Management
- Server Monitoring
- Workstation Monitoring
- Failed Login and Critical Event Monitoring
- Software & Hardware Asset Tracking
- Remote Management & Monitoring Tools
- Reporting & Analytics
- Escalation & Incident Response
- Cybersecurity Best Practice Reviews
- Field Tech Dispatch
- IT Leadership & Strategy Services

The User Support, IT Engineering and Field IT Techs work alongside the Managed Services team to provide the following services on an hourly basis (remote or onsite as required):

- Tier 1, 2, 3 Remote Helpdesk (fast, efficient and point of user support)
- Computer Deployments
- Routine “make the rounds” IT to City Staff touchpoints
- Tier 2 & 3 Onsite Services
- “Mini” Projects
- Escalation & Critical Incident Response
- Vendor Management
- Server & Network Management

PROJECTS

Exbabylon provides **Major Project Services** as individually approved and tracked budgets, often with their own PO, and a dedicated Project Manager who is accountable for meeting timelines and budgets. By de-coupling projects from IT operations and user support, organizations can accomplish goals in shorter timelines, and often at less overall cost, without impacting the quality of routine IT support.

When *significant* projects are managed by the same people who handle day to day IT Support operations, inevitably the “firefighter” mentality prevents meaningful progress which results in wasteful start/stop time blocks. Projects should have a definitive start date, definitive finish date, set budget and make a meaningful change. By taking this approach, Exbabylon delivers a consistent user experience with on-budget IT Support while executing (sometimes simultaneous) IT projects.

Mini-Projects (i.e. a new network switch install, new computer deployment or minor application update) are part of the everyday IT operation (and budget) and should be handled without the unnecessary overhead of a “Project”, yet even for these “mini-projects”, Exbabylon still maintains the cadence of a dedicated tech tracking progress on an individual ticket with accountability through the workflow.

THE DETAILS

Help Desk Support

Our Exbabylon Managed Services team provides fantastic remote and onsite support via the utilization of industry leading tools and a highly experienced team to ensure rapid and effective support for our clients. We believe that a collaborative environment is best for fostering the greatest level of service. As such, we have multiple levels of technicians (L1, L2 & L3) who work together to ensure that all helpdesk support tickets are resolved efficiently. During this process, a ticket remains the responsibility of the assigned technician until escalated or completed. This provides the highest level of service by ensuring an end user can have a familiar and friendly point of contact throughout the process. Today there are a total of six (6) Managed Service Team members who work out of our Newport, WA office— always W2 employees never outsourced.

Service can be provided either onsite or via a remote connection facilitated by remote management technology utilized by Exbabylon that will be detailed in a later section. This decision will be made on a case-by-case basis in accordance with client requests and in a manner that will lead to most efficient resolution. All decisions to dispatch an onsite technician are reviewed by a team lead to ensure the most efficient response.

Upon the receipt of a service request, a helpdesk ticket will be generated, and the next available technician will be assigned if none are available to immediately address the issue. Our policies dictate that during the execution of work performed on a ticket, all technicians will take rigorous notes and accurately document both the issues and their resolution. In the event the issue is specific to a client (not a general Windows, Office, etc. issue), an internal Knowledge Base article may also be created to ensure all technicians at Exbabylon have easy access to the requisite information. Once a ticketed issue or request has been completed, the Exbabylon Managed Services Technician will perform multiple attempts at following up to confirm the issue is completely resolved. After verification of complete resolution, the ticket will then be moved forward for approval by the Managed Services Team Lead.

At any point during the average workflow of a ticket, it may be escalated to a senior technician if doing so would provide better service to the client. This decision will be made in consultation with the Managed Service Team Lead to always ensure a ticket is being addressed by the person most qualified for the issue. A client will be notified upon escalation of a ticket and the technician that received the escalation will oversee the ticket.

Additionally, the client will have access to a list of direct escalation contacts in the event they feel the need to request more expedient service than is contractually outlined. These escalation contacts strive to be available 24/7 to facilitate the greatest levels of service.

Help Desk Availability and Response Times

At Exbabylon, our helpdesk is staffed Monday through Friday, 7AM to 5PM by experienced technicians able to provide support for all levels of issues as well as address any needed escalations. Before the end of business hours, our technicians review all tickets and communications to ensure that all requests have been answered and are being handled within expected Response Times. Should the need arise, technicians will continue to address issues after 5PM to ensure that all contractual requirements are met and to ensure that clients receive the highest caliber of service.

Service-Level Metrics

As per the RFP, the SLA Report will document the number of tickets submitted in each priority level, the number of tickets resolved within the timeframes set forth in the agreed-upon SLA, and any SLA failures, with remediation plans set forth in the report. Exbabylon will provide monthly SLA reports showing detailed information on the attainment of these SLA requirements.



After-Hours Support

Due to the nature of IT, Exbabylon understands IT does not always live within the bounds of a standard workday. As such, we have a rotating team of on-call technicians who provide a first line of contact for after-hours support. This support is reached through an after-hours voicemail system available outside of our ordinary business hours on our main phone line. Additionally, the client will be provided with a list of escalation contacts with direct cell phone numbers to call or text. These contacts are available for use if the response from the on-call team is not rapid enough and will connect directly to senior Exbabylon technicians.

Scheduled after-hours support is also available if the time is requested in a manner that allows for a proper scheduling workflow to be completed to verify technician availability.

Support Tracking

Support tracking will be provided via a monthly summary report of all tickets opened, closed, or worked on during the month with the current status for each ticket. Any tickets that remain open more than three days will be reported in a weekly report detailing resolution delays and remediation plans.

Desktop Application Support

The Exbabylon Team includes a deep lineup of technicians qualified to support a broad variety of Desktop Applications. When the application is unique to the client, we work directly with vendors to support the implementation and/or the resolution of vendor-specific issues. Where applicable, we will also create internal Knowledge Base Articles and perform team training. In all cases we are the single point of contact for all Desktop Application Support.

Active Directory Administration

The Exbabylon Team is deeply experienced in the administration of modern and legacy Active Directory environments across a broad variety of organizational sizes and requirements. Active Directory Administration is typically handled through our standard ticket workflow (detailed in a previous section) to ensure that all changes are tracked and audited. This helps ensure a stable, healthy, and secure environment for our clients. Changes can either be initiated by client request or by internal audits and both will go through the same ticketing process.

Our standard policies also require that our team performs identity verification of any individual requesting changes to ensure that only authorized client staff are submitting requests. All requests that grant additional access or for a password change or reset are carefully vetted to ensure they are valid and will not result in harm to the client. All Active Directory changes are handled in accordance with data retention and access policies as mandated by the client and/or regulatory requirements. Permanent deletion of items will only be performed upon verification by an authorized staff member of the client.

Microsoft 365 Administration

As a Direct Cloud Solution Provider with Microsoft, Exbabylon Professional IT Services is deeply knowledgeable of the entire Microsoft 365 ecosystem. In addition to the average corporate licensing, Exbabylon has gone above and beyond to ensure we are able to provide our clients with the greatest levels of service and product availability. Exbabylon's reseller qualifications also include Education, Non-Profit, **Government Community Cloud, and Microsoft Azure Government.**

Our team is experienced in the administration, management, security, and migration of Microsoft 365 and Azure with a focus on security, availability, and resiliency. Our team performs all user, license, and service management for our clients. Additionally, our Managed Services Team monitors audit logs, provides proactive



alerting, and investigates all outages on behalf of our clients. Due to our deep relationship, we also have readily available escalation pathways within Microsoft that provides added ben highest quality of support for our clients.

For Microsoft 365 administration, our polices outlined for Active Directory management also apply. Verification of any change requests, ticketing, notation, and ensuring all data retention policies are met are core to our management. To help ensure a consistency of service, our team also includes programmers who have created tools unique to Exbabylon to allow our team to administrate your environment. These tools ensure that standard administration tasks are always performed with precision and speed to best support our clients.

Network Administration

Exbabylon employs industry leading tools to monitor, support, and secure networks for our clients. These tools allow our experienced team to proactively triage, diagnose and resolve problems on the network. They also provide our team with advanced alerting tools, device configuration backups and robust, live network topography mapping.

All of this helps ensure that our experienced and certified technicians can effectively administrate your network. On top of this, we also still overlay our standard procedures to ensure that all changes to an environment are thoroughly documented and reviewed.

Security Administration

Exbabylon Professional IT Services will monitor, support, and update (as determined by internal processes) edge security appliances and endpoint anti-malware software. Our Managed Services Team monitors all alerts produced and will follow our standard ticket process to resolve any detections or alerts. All potential security issues are considered to be Critical Priority and will be handled as such.

In the event of a critical security event, Exbabylon will consider the security and integrity of the organization to be of the highest importance. As such, we may, without warning, disable network access for individuals or take other steps to ensure the integrity of the environment. We will immediately attempt to reach any impacted users, but our incident response team may choose to take such actions in the event of a breach without prior direct client consultation.

To prevent such issues, we strive to ensure that only top-quality security products are in use and all devices are kept up to date. However, technology can only protect so far, and the human factor is also an important consideration. As such, Exbabylon also strongly focuses on end user training and education to help prevent human errors.

Managed Services Technology

Exbabylon deploys Managed Services tools from vendors who have a proven track record of security and quality. Among our chosen technology vendors are respected industry veterans that offer enterprise-proven solutions. These tools are implemented by Exbabylon to underpin the robust management, security, reporting, alerting, and support capabilities that our customers require (i.e. ability to meet NIST 800-171 & FIPS 140-2 compliance):

- SolarWinds Remote Monitoring & Management
- BitDefender Anti-Virus & Anti-Malware w/ Heuristics & Machine Learning
- SolarWinds Password Management
- SonicWall GMS
- Microsoft CSP Administration
- Identify Management, Audit Logging, Multi-Factor Authentication enforced on all platforms

SCOPING IT OUT



Due to the inherently flexible nature of the proposed Hybrid Managed Service model, Exbabylon and the City will be able to work collaboratively as the new IT Analyst is hired to build demarcation points, define clear areas of responsibility and manage budget & service delivery expectations through the responsible use of hourly support services. Our team feels comfortable managing the environment with, or without, the IT Analyst.

Ultimately, Exbabylon’s baseline scope includes everything, in our experience, that is required to provide a high quality of service, meet basic cybersecurity best practices, foster a great employee and user experience, and provide the agility that will be required for the City as it considers new IT staff and makes the transition to Managed & Cloud Services— all while being fiscally responsible.

We see it as our duty and mandate to provide a red carpet / white glove approach, collaborate closely with the City and/or its IT Staff, and provide comprehensive IT Leadership from the Executive level to the end user. All aspects of the IT environment would be Exbabylon’s responsibility and we take that obligation seriously.

Additional Recommended Services not requested (can be added at start of agreement or at a later date):

- Managed Microsoft 365 Basic Security & Licensing (Direct Billing & Month-To-Month Flexibility)
- Managed Offsite Backup & Disaster Recovery
- Firewall and/or Wireless as a Service
- Cybersecurity User Training & Testing (i.e. Email Security, Insider Man, Phishing, etc.)

THE EXBABYLON DIFFERENCE

In business since 2001: Exbabylon has 28 Humans On Staff, together we Manage, Monitor and Protect over 100 Clients, 260 Monitored Network Locations, 300 Servers, and 2000 Endpoints.

Investment into Sandpoint: Exbabylon has a growing number of Sandpoint area clients and is investing into the community with new hires and a new office location.

Stable & Reliable: Locally owned, 2019 & 2020 INC 5000 List of Fastest Growing Businesses

Microsoft Direct Cloud Solution Provider: Authorized for 365 GCC (Government Community Cloud)

Azure Government Certified: Check out Microsoft’s published list of authorized Azure Government providers here (in our biased opinion the City should have a Microsoft Cloud partner who is both Direct *and* Government approved): <https://docs.microsoft.com/en-us/azure/azure-government/documentation-government-csp-list>

SonicWall SecureFirst Partner: We regularly work with SonicWall and their engineers visit our offices for training on a regular basis. We employ multiple team members with SonicWall expertise.

50% Women Owned Enterprise, Military Defense Logistics, SAM & GSA Registered/Certified, DUNS: 193004756, USAC SPIN: 143050581, CAGE CODE: 4AV23

Bonded & Insured: \$4M General Liability / **\$1M in Cybersecurity and E&O (Cyber Risk is important!)**



RFP RESPONSE TO SCOPE OF SERVICES

Please find specific confirmation/details for each primary category listed in the Scope of the RFP:

Network Design and Configuration Services: Exbabylon's proposal meets and accepts all the requirements of this category, we are a **SonicWall SecureFirst MSSP** with multiple **SonicWall Certified Engineers** and Support Staff on staff. We manage and monitor **over 100 SonicWalls** in the region, including multiple in **law enforcement**, public safety and **municipal environments**. As a Cisco and Dell Partner, we are very capable supporting Cisco telephony and Dell switching and have other clients with VOIP services provided by Ednetics.

Desktop Equipment: Exbabylon's proposal meets and accepts all the requirements of this category, our Endpoint Security, Management, Monitoring and Web Filtering platforms work across boundaries, providing security, compliance and support capabilities for devices anywhere they may be— in the office, squad car, home or remote site. We have experience configuring, deploying and supporting MDCs, including the cellular and Netmotion/Spillman connections.

Service Delivery: Exbabylon's proposal meets and accepts all the requirements of this category.

Help Desk & 24/7 Support: The Managed Service Helpdesk is currently available 7AM-5PM and we have provided options to include the forty (40) hours per week as requested. Our existing on-call rotation and direct after-hours escalation contacts easily handle the 24/7 support requirements of the City as we support multiple other 24/7 clients in the same manner. Our well-staffed Managed Services Team is a single point of contract for all user support, automated monitoring alerts, and security services. Employing dedicated Tier 1, 2 and 3 staff, tickets are fully managed, any issues which cannot be solved remotely are dispatched and all scheduling, knowledge base data, incident reporting, SLA tracking and Client Satisfaction Surveys are handled by this team who will work with the City Administration and/or IT Analyst to share reporting, ticket system access and alerting data as desired.

Public Meetings: We fully understand the unique requirements and schedules that a public entity must keep to allow access to the public— including scheduled and unplanned emergency meetings that often occur outside of traditional business hours. We appreciate the City's expectation that IT personnel be present during these events as virtual attendance is now the standard and IT is responsible for making sure meetings go smoothly and *securely*.

Third-Party Software & Costs:

- Exbabylon to provide all endpoint protection (anti-virus), asset tracking, network monitoring, vulnerability scanning, firewall monitoring, Disaster Recovery/Backup services (if selected), and can also provide Microsoft 365 and Azure licensing along with Firewall Security services through our Firewall as a Service program if requested. **At minimum, the city will not be obligated to continue paying for any existing asset tracking, anti-virus, or network monitoring tools it may have in place.** If Exbabylon Disaster Recovery services are selected, the City will also be able to stop paying for several third-party applications such as Acronis Backup, Barracuda Backup, Symantec Backup and Veritas Backup. If Firewall as a Service is selected, then the City will no longer have to maintain support agreements with SonicWall.
- The City will be required to work with Exbabylon to perform a Microsoft Licensing self-audit within 120 days and, while Exbabylon can help with optimization and procurement, the City will be responsible for maintaining proper Microsoft Server, SQL and User/RDS CALs the cost of which is outside the scope of this proposal. In addition, the City is responsible for maintaining active support contracts with hardware and line-of-business third-party software vendors (i.e. BS&A ERP, Rockwell Automation, Watchguard, AutoDesk, etc.) and any other third-party software already in place at the City if Exbabylon recommended services are not selected to replace.

- Exbabylon will be conducting a comprehensive audit of City software and systems as part of our onboarding and documentation procedures. Within the first 60-90 days of onboarding we would request the City meet with us to review the audit and that we work together to eliminate unnecessary software and hardware to reduce or streamline costs where practical.

Desktop Hardware and Software Maintenance Support: Exbabylon's proposal meets and accepts all the requirements of this category, with expert capabilities in all aspects of Desktop, Laptop and Mobile support, repair, replacement, installation/deployment, image and lifecycle management. From new hire to deployment of equipment or planned upgrades the Exbabylon team handles the entire end user experience from beginning to end.

We also maintain dedicated depot repair staff with the ability to fix in our shop or in the field out-of-warranty items such as cracked screens, failed hard drives or other items when it makes sense to repair instead of replace. If hardware is requisitioned through Exbabylon, our team handles the entire workflow from PO to device replacement, data destruction and recycling to warranty management in the event of hardware defect. Exbabylon maintains a rigorous data destruction protocol, meeting the **NIST Special Publication 800-88, Revision 1: Guidelines for Media Sanitization** when equipment is end-of-life.

Asset Management is handled through our real-time asset tracking, monitoring and management platform, providing access to a portal for both our team and designated City employees which provides on-demand reporting and details on all IT assets throughout the organization. Automated or scheduled reports may also be configured.

Communications/Network Administration: Exbabylon's proposal meets and accepts all the requirements of this category.

Network: We have extensive experience planning, engineering, deploying, monitoring, and supporting large complex networks, including campus/owned fiber networks, wireless and VOIP. Exbabylon will provide enterprise-grade network asset, monitoring, version control, change management and firmware version monitoring services. This advanced system will provide real-time bandwidth utilization for all network devices and switchports, providing rapid identification of problems during security or network congestion incidents. The Managed Services team will provide real-time day to day monitoring and MAC requested as required, field techs will support small physical changes, and the engineering teams will assist with major initiatives.

Internet: All internet connections will be monitored with one-minute heartbeats and our Managed Services team will handle communication with the City during outages or ISP degradation, manage any failover circuits, and work directly with the ISP on the City's behalf to resolve any ISP related issue. We are not an agent, reseller or referral partner with any ISP and work without bias to help clients manage providers including Ziply, FatBeam, Intermax, Ting, Northland and others.

Security: In addition to the capability to deliver exceptional advanced planning, engineering, and support services, **Exbabylon also has a strong commitment to security and compliance.** This filter is applied during all move/add/change and project to ensure that the integrity of the environment is maintained or improved through the change.

Inter-Agency: Bonner County has been a client since 2014, and Exbabylon engineered, implemented and managed critical networks & firewalls which serve public safety, including Communication, Dispatch and Sheriff Department networks. We have interconnected EMS, Fire, Police Departments and worked with Idaho Military Division Public Safety Communications for ILETs transport. Our unique relationship and understanding of CJIS and FIPS standards allows Exbabylon to help our municipal clients maintain compliance.

Microsoft Server Administration, Office 365, and Security: Exbabylon's proposal meets and accepts all the requirements of this category.



User Move/Add/Change: Exbabylon will provide account Move/Add/Change requests, including account provisioning, decommissioning, security level and group assignments, auditing and change management tracking. Our fully integrated approach will streamline on-premise and Microsoft Cloud account management in a single workflow.

Server Management: Exbabylon to provide server Monitoring, Patch Management, Vulnerability Scanning, Anti-Virus/Malware Protection and secure Remote Management tools available to both Exbabylon and City IT staff. Our engineers and support team will provide expert and comprehensive Active Directory management, best practice enforcement and will help the City implement changes as required to meet industry standards.

Hyper-V: Engineers on our team have completed over a hundred Hyper-V server installations, migrations, deployments and Hyper-V remains Exbabylon's virtualization platform of choice for environments of all sized. We have extensive experience in Hyper-V Clusters and Storage management, including hyper-converged storage. Our monitoring and management tools are tuned to handle virtual environments and Exbabylon highly recommends the City continue to virtualize it's environment (and/or move to the cloud as is practical).

Cloud Migrations: As a Microsoft Azure Government CSP, Exbabylon will work with the City to perform multi-year Total Cost of Ownership calculations as decisions are made to maintain on-premise servers and/or move to the cloud. We can assist with building the roadmap which may include mid-term use of existing server hardware investments and long term migrations to vendor or City Private cloud designs. As the City prepared for a Cloud Forward Future, Exbabylon stands ready as a Microsoft Direct and Azure Government Certified CSP to help with engineering, planning, budgeting and execution.

Microsoft 365: As a Microsoft Direct Cloud Service Provider with Government authorization for both Microsoft (Office) 365 as well as Azure Government, we will be able to natively connect to your GCC (Government Community Cloud) account to provide an extremely high quality experience for the City. Exbabylon has developed custom tools and automation workflows to handle the proper daily management and security of Microsoft 365 platforms, including OneDrive, Sharepoint, Teams and Outlook data.

We believe our team is, without question, the most experienced Microsoft Cloud Partner in the region, the number of enterprise clients in the region who have chosen Exbabylon to help them migration to and manage the Microsoft Cloud stands as testament to this.

Remote Access: As a SolarWinds MSP, Exbabylon will be providing enterprise grade Remote Management tools which will be utilized by both Exbabylon Staff and also available to City IT staff if requested. This platform meets FIPS 140-2 compliance and is MFA controlled with detailed audit trails.

Auditing & Logs: Our Managed Services Team checks for Critical Event Logs, Failed Logins and other high-risk events and is monitored during regular business hours. Typically this level of service is above and beyond the expectations of most clients, but the City should understand that this is not a replacement for a SIEM/SOC service (see below).

SIEM/SOC/Penetration Testing: Neither this proposal nor the RFP includes true SIEM/SOC services (Security Information and Event Management / 24/7 Security Operations Center). Penetration Testing services are also not included in this RFP or Proposal, and Exbabylon would encourage the City to use a third-party Penetration Testing provider so as to eliminate potential conflict of interest between the City's IT & MSP teams.

Password Management: Exbabylon brings a robust cybersecurity and credential management solution to our Managed accounts that was designed from the ground up to meet the precise demands of co-managed critical environments. All access is logged with strong out-of-band identity management through strict MFA controls. Critical credentials are rotated at regular intervals and we have the ability to share credentials with varying levels of security for a need-to-know zero-trust model. The City will have central access to this platform, and (not included in this proposal) Exbabylon has the option of extending this platform beyond the IT team to allow for central credential management for City staff.



Cloud Based Services: Exbabylon’s proposal meets and accepts all the requirements of this category. Our team will assist as required with Application Vendor engineering, project management, scheduled project calls, Single Sign On via SAML, Azure AD SSO, ADFS or native LDAP Active Directory Services. The Project Engineers on our team will provide invaluable insight and experience to help the City navigate these migrations smoothly while maintaining application and data security.

Purchasing: Exbabylon’s proposal meets all the requirements of this category.

Documentation: Exbabylon’s proposal meets and accepts all the requirements of this category. Our advanced networking management platform allows our team to maintain real-time dynamic network maps, configuration, and revision control. Computers and servers are tracked with both software and hardware asset details in a real-time asset reporting platform. We maintain detailed documentation on all aspects of IT systems, vendor support and account details, etc. which allows the Exbabylon Managed Services team to be a single point of contact for any/all IT issues and our team manages the vendor as required to obtain support and ensure end-to-end resolution on the issue.

Our team will build out documentation and knowledge base articles as required to minimize training or re-learning for the ongoing supportability of the environment. Documentation will be audited and inventoried on an annual basis. A quarterly update will be sent to the designated IT contact for review.

Service Levels: Exbabylon’s proposal meets and accepts all the requirements of this category and Exbabylon will adhere to the following minimum service levels. Our team will deliver a monthly report (SLA Report) documenting performance according to the agreed-upon service levels set forth below. Any SLA that is not met will be met with a remediation plan included in the SLA Report that will be implemented in less than 30 days.

Priority	Response Time	Resolution Time
Urgent (multiple staff members unable to function)	2 hours	90% resolved in less than 8 hours
High Priority (single system down or critical function unavailable)	4 business hours	90% resolved in less than 16 hours
Medium Priority (a single program or function does not work)	8 business hours	75% resolved in less than 24 hours
Low Priority (issue reduces productivity, but a work around exists)	16 business hours	75% resolved in less than 1 week

Account Administration, Management, and Reporting: Exbabylon’s proposal meets and accepts all the requirements of this category.

Reporting: Exbabylon helps our clients configure reports and alerts to meet their needs and operates in a transparent method— we encourage our clients to be engaged and involved. Within the capabilities of our platform(s), the Managed Service Team will work alongside the Account Manager and City Leadership to develop an accountability and reporting schedule that creates a culture of amazing customer service, a focus on permanent issue resolution (minimum re-work) while improving security and improving workflows.

Client Satisfaction: We send out regular Client Satisfaction Questionnaires when completing tickets and projects, as well as quarterly or annual organization-wide Satisfaction Surveys. We share that data opening and fully with City Administration for the betterment of all.

Onboarding/Transition Services: Exbabylon will provide a dedicated team along with a Single Point of Contact to aid in the transition of services, perform pre-transition risk mitigation and collaborate with the City on potential risks. This expert team has handled these type of transitions many times and is highly experienced in working collaboratively with everyone involved to minimize the impact on the most important groups: City Employees and Residents.

PROJECTS: After a comprehensive review, the Exbabylon team has experience managing every type of project in the FY2020/2021 proposed list. Brief notes provided for each. **In future years, Exbabylon will provide quarterly and annual budget updates, help with annual project planning, prioritization through risk/benefit assessment and assist the City with ongoing IT cost impact for new projects and/or software deployments. We would appreciate the opportunity to work with the City upon award of contract to review all open projects, asses priority and work together with City Administration (with or without the new IT System Analyst) to develop a FY2021 roadmap for success.**

It is also worth note that a number of these Projects will be unnecessary as Exbabylon will be solving the needs with our Managed Services which will be in force once Onboarding is completed.

Project: Council Chambers Audio/Visual :: Highly capable, our IT Field Techs will easily handle this integration in collaboration with the A/V team.

Project: Remote Access :: Exbabylon has broad experience in this category and has a range of experience helping organizations asses various “remote” or “work from home” solutions, including factors like BYOD vs. City owned equipment, MFA and security, compliance and other considerations. In the last six months alone Exbabylon has deployed over 10 comprehensive Remote Access solutions, including one for Bonner County.

Project: OneDrive/Sharepoint :: Our engineering team would collaborate with the Migration Vendor to ensure the develop deployment and security plan meets our best practices and our Field and User Support staff are highly experienced in helping organizations with Sharepoint/OneDrive.

Project: Virtual Servers :: A dedicated PM Engineer with years of Hyper-V Virtualization experience would be assigned to asses the server project and work with City staff to plan and execute.

Project: Wireless Network :: Our team helps implement a range of wireless solutions, including Cisco Meraki. A network engineer would help validate the design and easily implement.

Project: Network Management – Alerts and Alarms :: Included in our proposal and to be provided by our Managed Services offering and included during the Onboarding process.

Project: Mobile Device Management :: Exbabylon will use our extensive knowledge of enterprise MDM to help the City design a MDM plan that fits the needs of the organization, then work within the Microsoft Office 365 platform to test, train, deploy and manage. We can configure based on Office 365 native MDM (ActiveSync) or via the more advanced Microsoft Intune, both native Microsoft Cloud solutions.

Project: Firewall Services :: Exbabylon would assign a certified SonicWall Engineer to do a comprehensive audit on existing firewalls and make recommendations for a security improvement project which would include configuration of Advanced Threat Protection to external facing firewalls (which may include DPI-SSL and/or Capture Cloud). Once implemented, the Exbabylon Managed Services team would maintain monitoring and future security best practices including firmware, etc.

Project: Anti-virus :: Included in our proposal and to be provided by our Managed Services offering and included during the Onboarding process.

Project: Audit Log Management :: Included in our proposal and to be provided by our Managed Services offering and included during the Onboarding process.

Project: Two Factor Authentication :: Exbabylon would recommend combining this 2FA/MFA project along with the MDM project and leverage the City’s new Microsoft 365 platform to leverage Azure AD MFA. We would assign one PM to both projects to maximize efficiency and minimize cost.

Project: Public Works Shop in-building cellular improvement :: Exbabylon is a Wilson Pro and WeBoost Certified Installer with Cellular Signal Testing tools and trained techs who specialize in vehicle, small building and large-scale cell boosting. We can provide site survey, engineering/design, budgeting, installation and post-install troubleshooting.

Implementation & Project Management: Exbabylon's proposal meets and accepts all the requirements of this category. Gina will serve as Account Manager and we will assign an engineering PM who is both familiar with your environment and an expert in the project scope for all project initiatives.

Misc. Notes

The City wishes to deploy field-based tablets in the future. Exbabylon will help with Mobile Device Management strategy and assist with decision making on make/model/OS based on use case.

Existing workstations are a mixture of Windows 7 and Windows 10 Professional. The majority of Windows 7 workstations will likely be replaced prior to the execution of the IT Contract Support Services Agreement. Exbabylon understands that some organizations still have operational restrictions requiring the continued use of Windows 7. As a Microsoft Direct CSP we have the ability to help the City purchase Extended Support Updates (ESU) to provide compliant, secure, use of Windows 7 through 2022. We're encouraged the City is working hard on this, but if any are Windows 7 devices left we will work to mitigate remaining risk.

The City utilizes a hosted Cisco Voice over IP (VoIP) system and uses Jabber Unified Communications System. We are familiar with the Hosted solution currently being provided by Ednetics and would collaborate with them for a seamless support experience.

Network equipment consists of Dell switches, Dell Sonicwall firewalls, and Sonic point access points. The City is moving to Meraki for wireless communications. Exbabylon is a SonicWall SecureFirst Partner, Dell Partner, and Cisco Partner / Cisco Meraki Reseller with experience supporting/deploying SonicPoints and Meraki APs.

The City maintains a Police Domain and a City Hall Domain in separate computer rooms at City Hall. Dell servers handles file, print, and application services. We are familiar with the need to separate LEO data from City Hall/Admin data and will help the City continue to meet compliance while also looking for opportunities to reduce cost and complexity that can arise from maintaining two separate networks where possible.

Water utility SCADA network, servers, and backup are the responsibility of the IT Support Services contractor. The SCADA application(s) and control units are the responsibility of the utility. The Exbabylon team supports different SCADA networks, including those for Power Production facilities and water treatment and feels very comfortable working in these types of environments.

Two of the techs assigned to this account have experience supporting Watchguard Video Server.

REQUIRED OF CITY BY EXBABYLON

- The Exbabylon team requires an annual business review and planning session with City staff as well as an annual technical audit to be allowed (conducted by Exbabylon).
- To deliver the maximum potential value, the City IT Analyst and City Administration should collaborate with Exbabylon on critical operational decisions, including significant changes to things like budgets facilities, internet service providers, major applications, cybersecurity or IT policies.
- While a physical office is not required (Exbabylon has offices in Sandpoint that can be used as home-base for techs), having a dedicated space at City Hall where an Exbabylon team member can work has multiple benefits in our experience and would be an appreciated consideration.
- Authorized, autonomous access to the facility outside of business hours for designated Exbabylon staff

BRASS TACKS - PRICING



Exbabylon to provide the City of Sandpoint comprehensive IT management and support services via a hybrid managed services agreement per this RFP Response.

This hybrid approach allows for the most efficient IT program, proving a balance of cost control and high quality of service delivery. Automate everything possible– then focus human time on solving real issues and improving productivity/efficiency.

PROFESSIONAL SERVICE HOURLY RATES - Assumes 40hrs L1/L2 & 20hrs L3 Weekly

Service 360 Item	Details	Time
Standard Services (Onsite or Remote) [Primarily onsite service delivery, capability to provide remote support to users throughout the City from Exbabylon or City offices. Covers L1/L2 services]	\$75/hr	173hrs/month
Advanced Services [Includes Onsite or Remote Advanced L3 services which may include Advanced Server, Network, Cloud or Cybersecurity Administration]	\$95/hr	87hrs/month
Top-Tier Equipment Pricing [For everything from computers to projects, infrastructure and more]	Included [best available]	
Discounted Employee Services [Because they have personal computers at home]	Included [10% off]	

BASE MANAGED SERVICES RATE

\$5,675/month

Per RFP Response, Including but not limited to the following:

- Firewall Monitoring
- Advanced Reporting
- Network Monitoring
- WAN Monitoring
- Switch Monitoring
- Workstation Monitoring
- Server Monitoring
- Patch Management
- Vulnerability Scanning
- Anti-Virus & Anti-Malware
- Endpoint Protection Included
- Hardware Asset Tracking
- Software Asset Monitoring
- Alerting & Ticketing Services
- Co-Managed Dashboards

Managed Services Base Rate pricing based on a three-year term and the following estimated resource counts. Actual resource counts will be adjusted up/down on a rolling sixty-day basis (the City will only pay for Managed Services on equipment or devices in use):

Managed Services Included In RFP	Est. QTY	Cost/Unit
Physical & Virtual Servers	25	\$125
Managed Switches & Access Points [non-firewall network devices]	30	\$20
Workstations/Laptops/MDCs	110	\$15
Firewall Monitoring (City Owned)	2	\$150
Managed Services Available (not included in RFP)		Budget
Disaster Recovery/Offsite Backup - Server		\$100/unit
Disaster Recovery/Offsite Backup - Workstation		\$25/unit
Endpoint Web Filtering & Cloud Security		\$3/unit
SentinelOne EDR Protection		\$5/unit
Firewall as a Service (per firewall budget)		\$250/unit
Wireless as a Service (per AP budget)		\$30/unit
DNS & Domain Services (per domain)		\$30/unit
Managed 365 Basic Security (flat-rate)		\$250

ADDING IT ALL UP

The following budget includes the Professional Services requirement from the RFP:

1. Provide proposed costs for personnel for an average of forty hours of on-site support per week. On-site support to include IT management, reporting, and budgeting. Special projects and project-related work are not included in on-site support. Provide these costs as a monthly and annual cost for support services.
2. Provide proposed costs for personnel for an average of twenty hours per week of on-site Network, Server, and Project Assistance. Provide these costs as a monthly and annual cost for support services.

*Labor rates provide Desktop/User Support Services assuming an average weekly use of 40hrs/week and Advanced Admin Services assuming an average weekly use of 20hrs/week.

MANAGED
SERVICES

\$5,675

+

PROFESSIONAL SERVICES

\$21,233

[Weekly 40 @ \$75/hr, 20 @ \$95/hr]

=

EST.
MONTHLY

\$26,908

1 Year: \$322,896

3 Year Cost: \$968,688

A NOTE ON WEEKLY HOURS:

Exbabylon strongly believes that, with a modern Managed Services Team handling routine tasks and automation for every-day maintenance, **the requested budget of 40 Hours Desktop/User Support + 20 Hours of Advanced Admin Services is grossly over estimated.**

This equates to 60 hours a week (~3120hrs/year) of Professional Services, when an average Exbabylon client the size of the City of Sandpoint would consume less than 10-15hrs a week in combined Desktop/User and Advanced Admin support (~520-780hrs/year) of Professional Services (aside from Project Services) assuming heavy support demand. **This is a significant difference and we would encourage the City to review our alternate proposal that provides further information.**

NOTE ON NUMBER OF SERVERS

In doing initial review it is Exbabylon's opinion (from our limited access to the environment) that the City will be able to quickly pair down the number of servers it is operating with the completion of the Microsoft 365 migration. The number of servers seems high to Exbabylon at first glance, and we would work with the City to remove/consolidate servers or other equipment as is practical to reduce complexity and operating costs as unnecessary servers/equipment has a significant impact on Managed Services cost.

Back-of-the-napkin review shows at least two or three servers which could probably be removed at the end of the Microsoft 365 migration. That alone could reduce the Managed Services costs by \$4,500/year (~7%).

ALTERNATE PROPOSAL – “PICK ME!”



PREFACE

A modern Managed Service Provider relationship changes the way an organization thinks about IT delivery. When an approach of preventative maintenance, pro-active monitoring and consistently implemented best practices is taken, the number of “issues” drops drastically and therefore, the need for the traditional IT “Firefighter” Support role evaporates.

The City’s RFP is based around the idea of an on-premise, on-site support individual, which, on the surface, feels almost like a staff augmentation– highly qualified Managed Service Providers like Exbabylon don’t effectively provide staff augmentation in the traditional sense because our team members are too skilled and too valuable to work in that way.

Everyone at Exbabylon works towards the goal of amazing customer service, and we know that IT is working well when your users don’t *need* IT support. We will work to provide end user training, make technology and systems easy to use to improve adoption and reduce friction for City Employees. It helps to understand we don’t make most of our revenue from IT Support– we make it from running a well-oiled Managed Service operation. We work to help reduce the number of trouble tickets generated year on year through constant improvement to IT operations and strategic projects.

The inside joke in IT goes like this: “Everything is working, what am I paying you for? Wait! Everything is broken! What am I paying you for?!”

In this scenario, we much prefer the former conversation: we work hard for every client and provide transparency so you will know exactly what you are paying for– even when it’s all just working! As you weigh your options, know that Exbabylon’s team understands the decision you are making– we’ve helped many clients through this journey and empathize with the process.

We have specifically chosen not to provide an all-inclusive or “all you can eat” Managed Service agreement because the model does not align with our values when we consider the City of Sandpoint. In an all-inclusive agreement (where all user support is covered), the provider is incentivized to spend as little time as possible on the account to maximize profitability while requiring constant approval for “out of scope” work. Hybrid relationships provide freedom for techs to solve problems *correctly*.

We truly believe that our hybrid approach provides the perfect balance for an organization like the City of Sandpoint– offering accountability, elasticity and efficiency. Our clients, when you call for references, will attest to the effectiveness of this model. We’ll still have scheduled onsite visits every week, we’ll still make every public meeting and we’ll always be there when you need us– onsite or remote. Just think: we could have a tech onsite replacing a computer, while at the same time our Helpdesk could be working with two different City employees in two different locations (or their home)!

But, we will *not* be charging you when you don’t need us– and this is what matters.

With Exbabylon handling a broad spectrum of IT services, the City has a single point of accountability with extremely visible cost control– from asset tracking to anti-virus and disaster recovery/offsite backup, the services that the City pays for today (to a myriad of third-parties) can be consolidated, limiting unnecessary spend and holding Exbabylon responsible for not only providing the service, but implementing, managing, and reporting on it.

Lastly, it is important to note that we know some weeks are just going to require a herculean effort– this model is designed to allow for 4 techs to burn an 80 hour week when required, shifting back to calm 5 hours weeks when the storm has passed. The goal is to set quarterly or annual budgetary goals and work together to balance fiscal responsibility with operational excellence.

ALT PROP – BRASS TACKS [TAKE 2]



Exbabylon is excited to provide the City of Sandpoint comprehensive IT management and support services via a hybrid co-managed services agreement with updated budget details which reflect our experience supporting and managing organizations similar to City of Sandpoint.

This hybrid approach allows for the most efficient IT program, proving a balance of cost control and high quality of service delivery. Automate everything possible– then focus human time on solving real issues and improving productivity/efficiency.

PROFESSIONAL SERVICE HOURLY RATES - NO MINIMUM QTY

Service 360 Item	Details
Remote User (Desktop) Support [Quick, efficient & effective support (L1/L2) for most end user issues]	\$60/hr
Standard Onsite Services [Onsite services when remote support isn't feasible or doesn't make sense, covered L1/L2 onsite services]	\$85/hr
Advanced Services [Includes Onsite or Remote Advanced L3 services which may include Advanced Server, Network, Cloud or Cybersecurity Administration]	\$125/hr
Top-Tier Equipment Pricing [For everything from computers to projects, infrastructure and more]	Included [best available]
Discounted Employee Services [Because they have personal computers at home]	Included [10% off]

BASE MANAGED SERVICES RATE

\$5,675/month

Per RFP Response, Including but not limited to the following:

- Firewall Monitoring
- Advanced Reporting
- Network Monitoring
- WAN Monitoring
- Switch Monitoring
- Workstation Monitoring
- Server Monitoring
- Patch Management
- Vulnerability Scanning
- Anti-Virus & Anti-Malware
- Endpoint Protection Included
- Hardware Asset Tracking
- Software Asset Monitoring
- Alerting & Ticketing Services
- Co-Managed Dashboards

Managed Services Base Rate pricing based on a three-year term and the following estimated resource counts. Actual resource counts will be adjusted up/down on a rolling sixty-day basis (the City will only pay for Managed Services on equipment or devices in use):

Managed Services Included In RFP	Est. QTY	Cost/Unit
Physical & Virtual Servers	25	\$125
Managed Switches & Access Points [non-firewall network devices]	30	\$20
Workstations/Laptops/MDCs	110	\$15
Firewall Monitoring (City Owned)	2	\$150
Managed Services Available (not included in RFP)		Budget
Disaster Recovery/Offsite Backup - Server		\$100/unit
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Firewall as a Service (per firewall budget)		\$250/unit
Wireless as a Service (per AP budget)		\$30/unit
DNS & Domain Services (per domain)		\$30/unit
Managed 365 Basic Security (flat-rate)		\$250

ADDING IT ALL UP

The following budget includes the typical IT spend of a client like the City of Sandpoint for support services, which are a blend of Remote, Onsite and Advanced IT Services. Assumes the following weekly averages:

- **4 Hours Remote User Support** [fast and efficient, billed in .25hr increments, .5hr tickets common]
- **8-16 hours of Onsite Services:** budget range includes 8hrs [realistic] and 16hrs [liberal] weekly
- **2 Hours Advanced Services** [because something always comes up]

MANAGED SERVICES		PROFESSIONAL SERVICES		EST. MONTHLY AVG.
\$5,675	+	\$5,070- \$6,543	=	\$10,745- \$12,218

1 Year Avg.: \$128,940 - \$146,616

3 Year Cost: \$386,820 - \$439,848

IS THIS REALLY POSSIBLE?

Below is the annual a real-life Exbabylon customer with 5 locations, 5 firewalls, ~100 computers, ~20 servers, and 24/7 operations. This includes a fully managed environment (no on-staff IT personnel) and weekly scheduled onsite visits, a highly complex environment that would mimic the support requirements of the City.

This shows their annual spend for the last three years for Professional Support Services with Exbabylon. Other example client data available upon request.

2017	2018	2019	Monthly Avg.
\$53,937	\$59,903	\$50,454	\$4,563

Note that Exbabylon is confident of the 3 Year Budget provided, but the City should anticipate costs being higher in year 1 than 2 & 3, especially the first 90 days during Onboarding and Transition— Exbabylon is committed to providing 110% of the resources and assets needed out of the gate, this includes the willingness to initially place a 40hr/week Tech onsite at a reduced hourly rate of \$75/hr for as long as needed to give the City comfort with the new approach.

Taking this into account, the City budget provided in this proposal of **\$5,070-\$6,543/mo represents a 10-40% premium over the real budget of the client listed in table.** Exbabylon will only bill for time spent and will work with City Administration to set realistic budget goals that are reviewed quarterly. We believe that with proper strategy, the City should be able to drastically reduce both Managed and Support costs year on year.

NOTE ON NUMBER OF SERVERS

In doing initial review it is Exbabylon's opinion (from our limited access to the environment) that the City will be able to quickly pair down the number of servers it is operating with the completion of the Microsoft 365 migration. The number of servers seems high to Exbabylon at first glance, and we would work with the City to remove/consolidate servers or other equipment as is practical to reduce complexity and operating costs as unnecessary servers/equipment has a significant impact on Managed Services cost.

Back-of-the-napkin review shows at least two or three servers which could probably be removed at the end of the Microsoft 365 migration. That alone would reduce the Managed Services costs by \$4,500/year (~7%).

Request for Proposal Summary

RFP No 20-1920-1: Information Technology Contract Support Services

	Score
EXBABYLON	92.04
INTERMAX NETWORKS	79.73
EXECUTECH	57.50
EJAMERICA	32.67
SOFTHQ, INC.	29.73
VTECH SOLUTIONS, INC.	28.94

No: 20-
Date: September 16, 2020

RESOLUTION
OF THE CITY COUNCIL
CITY OF SANDPOINT

TITLE: AWARD OF AGREEMENT NO. A20-1920-3, INFORMATION TECHNOLOGY CONTRACT SUPPORT SERVICES, TO EXBABYLON, LLC

WHEREAS: In the past, the City of Sandpoint has utilized a contractor for Information Technology (IT) Support Services;

WHEREAS: The results of the City's recent Information Technology Master Plan and Operational Review includes a recommendation to continue doing so;

WHEREAS: The City has not previously performed a competitive procurement process for these services, as required by Idaho Code § 67-2806 and the City of Sandpoint Procurement Policy;

WHEREAS: In order to comply with these requirements, the City advertised a Request for Proposals (RFP) for IT Contract Support Services;

WHEREAS: On or before the closing date of August 27, 2020, the City received six (6) proposals in response to the RFP;

WHEREAS: A review committee evaluated all six proposals and interviewed the top two (2) highest-scoring; and

WHEREAS: As a result, a Notice of Intent to Award was issued to Exbabylon, LLC.

NOW, THEREFORE, BE IT RESOLVED THAT: City of Sandpoint Agreement No. A20-1920-3 Information Technology Contract Support Services is hereby awarded to Exbabylon, LLC, reflecting a three-year Agreement with the option to renew for two one-year periods and a not-to exceed price of \$439,900 for the initial three-year term.

BE IT FURTHER RESOLVED THAT: On behalf of the City, the Mayor or authorized designee, as provided for in the Procurement Process and Signature Authority Policy for Goods, Services, and Construction, as further outlined in the City of Sandpoint Procurement Policy, is authorized to sign the above-referenced Agreement, a copy of which is attached hereto and made a part hereof as if fully incorporated herein.

Shelby Rognstad, Mayor

ATTEST:

Melissa Ward, City Clerk

**AGREEMENT FOR INFORMATION TECHNOLOGY CONTRACT SUPPORT SERVICES
BETWEEN THE CITY OF SANDPOINT AND EXBABYLON, LLC**

This Agreement is made and entered into this 01st day of October, 2020, by and between the City of Sandpoint, a public body corporate and politic (hereinafter the “CITY”), and EXBABYLON, LLC, a Washington limited liability company, (hereinafter called the “CONTRACTOR”). The CITY and the CONTRACTOR are sometimes referred to herein as a “party” or “parties.”

RECITALS

WHEREAS, the CONTRACTOR represents that CONTRACTOR has the expertise and is qualified to perform Information Technology support services, as provided for in this Agreement; and

WHEREAS, the CITY and the CONTRACTOR have determined it is in their mutual interest to enter into this Agreement for the provision of such services within the CITY, subject to the terms and conditions provided herein.

NOW THEREFORE, the CITY and the CONTRACTOR, in consideration of the payments, covenants and conditions hereinafter set forth, hereby agree as follows:

1. DESCRIPTION OF SERVICES

1.1 The CONTRACTOR shall provide Information Technology support services as described in Exhibit A, Scope of Services, and perform and complete all such services in a manner satisfactory to the CITY. Approval of the work performed by the CONTRACTOR shall be made by the City Administrator or authorized designee, who shall oversee this Agreement on behalf of CITY. All services required under this Agreement shall be performed by the CONTRACTOR, or under the CONTRACTOR’S direct supervision, and all personnel shall possess the qualifications, permits, and licenses required by State and/or Local law to perform such services. The CONTRACTOR shall be solely responsible for the satisfactory work performance of all personnel engaged in performing services required by this Agreement, and for compliance with all reasonable performance standards established by the CITY.

1.2 The CONTRACTOR shall not accept any change to the scope, or change in provisions if this Agreement, unless issued in writing, as an amendment or change order by the CITY.

1.3 The CONTRACTOR agrees to possess a CITY Business License as required by Title 3 of City Code, prior to commencement of any services under the term of this Agreement and maintain such license throughout the term of the Agreement. The CONTRACTOR further agrees to keep and maintain any and all required local, state, and federal licenses and/or certifications to perform work and provide services as described within this Agreement. If requested, the CONTRACTOR shall provide written proof of such licenses and/or certifications to the CITY for all times when it is performing services under this Agreement.

2. SUPERVISION OF PERSONNEL AND SUBCONTRACTORS

2.1 The CONTRACTOR warrants that nothing contained in this Agreement shall be construed as creating an employment relationship between the CONTRACTOR, or any of its employees, agents or assigns and the CITY, it being understood by the parties that each employee, agent or assign of the CONTRACTOR providing services hereunder shall at all times relevant to this Agreement be and remain an employee, agent or assign of the CONTRACTOR, which shall be exclusively responsible for providing all compensation, benefits, payment of and reporting of all employment or income taxes, if any, insurance, discipline, supervision, and direction for each such individual during the full term of this Agreement.

2.2 Use of Subcontractors is not allowed at any time under this Agreement.

3. INDEMNIFICATION

The CONTRACTOR shall defend, indemnify and hold the CITY, its officials, officers, employees, agents and assigns, harmless from and/or against any and all claims, damages, and liabilities (including reasonable attorney's fees) that may be suffered or incurred or that arise as a result of and which are caused by the CONTRACTOR'S wrongful acts or omissions in the performance of its duties under this Agreement. This indemnification does not apply when such claims, damages, and liabilities are the result of negligent acts, errors, omissions or fault on the part of the CITY, its officials, officers, employees, agents or assigns. Nothing contained in this

indemnification provision shall waive, in any manner, the limits of liability provided to the CITY specified in Idaho Code §6-901 through 6-929, known as the Idaho Tort Claims Act.

4. INSURANCE:

At all times material hereto, the CONTRACTOR shall keep and maintain a policy or policies of insurance covering losses resulting from general liability, personal injury and property loss, in amounts no less than \$1,000,000.00 per claim and \$2,000,000.00 in the aggregate, for any losses sustained as a result of performance of its duties and responsibilities under this Agreement, naming the CITY as an additional insured on each such policy or policies of insurance. The CONTRACTOR shall provide the CITY with proof of such insurance for the entire term of this Agreement. The CONTRACTOR shall also keep and maintain an automobile insurance policy or policies for each of its employees, in the same amounts stated above, insuring against losses related to operation of its vehicles in performance of its duties under this Agreement, naming the CITY as an additional insured on each such policy or policies. All employees of the CONTRACTOR are deemed its employees only, and CONTRACTOR shall be responsible for carrying proper Workers' Compensation coverage on any such employees. Proof of automobile insurance coverage and Workers' Compensation coverage shall also be provided to the CITY for the entire term of this Agreement.

CONTRACTOR shall keep and maintain a Professional Liability: Errors and Omissions in amounts no less than \$1,000,000.00 for any losses sustained as a result of performance of its duties and responsibilities under this Agreement, naming the CITY as an additional insured on each such policy of insurance.

5. PROJECT APPROVAL AND DOCUMENTATION

5.1 All services performed by the CONTRACTOR shall be reviewed and approved by the City Administrator or authorized designee to determine acceptable completion.

5.2 All equipment, materials, parts, and other components incorporated in the work or services performed pursuant to this Agreement shall be of the most suitable grade for the purpose intended. All work shall be performed in a skilled and workmanlike manner.

6. PRICE AND PAYMENT

6.1 The CITY shall pay the CONTRACTOR a not to exceed amount of **\$439,900.00 (Four Hundred Thirty-Nine Thousand Nine Hundred Dollars)** for the completion of all services described within this Agreement. This not to exceed amount shall include all costs or expenses incurred by the CONTRACTOR in performance of its services under this Agreement.

6.2 The CONTRACTOR shall submit an itemized invoice on a monthly basis of services performed under this Agreement as outlined in Exhibit B, Fee Schedule, which shall be paid no sooner than thirty (30) after receipt by the CITY. Invoices for service are not to be billed prior to services being rendered.

7. TERM

The term of this Agreement is Three (3) years commencing October 01, 2020 with an option for two (2) one year renewals at the end of the first term (September 30, 2023) with pricing, terms, and conditions agreed upon by both parties. The Term is based on continued program funding in subsequent fiscal years beginning with Fiscal Year 2021/2022.

8. TERMINATION

8.1 The CITY or CONTRACTOR may terminate this Agreement for its sole convenience with ninety (90) days' written notice. Upon termination, the CONTRACTOR shall immediately cease any and all work and surrender to the CITY any and all finished or unfinished documents, processes, programs, and any other supplies or materials, which shall immediately become the property of the CITY. As compensation in full for services performed to the date of such termination, the CONTRACTOR shall receive an amount equal to the value of the work completed as of the termination date, as agreed upon and negotiated by both parties but in no

event shall the amount payable upon termination exceed the total maximum compensation provided for in this Agreement.

8.2 Should the CITY determine that the CONTRACTOR has failed to supply an adequate work force to provide services of satisfactory quality, or has failed in any other respect to perform the services or any of its obligations under this Agreement, then the CITY shall give written notice to CONTRACTOR, specifying all such defaults, to be remedied within thirty (30) days from the date of such notice. If, after thirty (30) days, the CONTRACTOR has failed to implement appropriate corrective measures, the CITY may elect to terminate this Agreement.

8.2.1 In the event the CITY terminates this Agreement as provided for in this Section 8.2, the CONTRACTOR shall immediately cease any and all work and surrender to the CITY any and all finished or unfinished documents, processes, programs, and any other supplies or materials within fifteen (15) working days after notice of termination which shall immediately become the property of the CITY. As compensation in full for services performed to the date of such termination, the CONTRACTOR shall receive an amount equal to the value of the work completed as of the termination date, as agreed upon and negotiated by both parties but in no event shall the amount payable upon termination exceed the total maximum compensation provided for in this Agreement.

8.2.2 In the event the CITY terminates this Agreement as provided for in Section 8.2, it may seek any other remedies available to it in law or equity arising out of the CONTRACTOR'S failure to fully perform all of its obligations hereunder.

9. COMPLIANCE WITH LAW/VENUE

The CONTRACTOR shall comply with all federal, state, and local laws governing performance of its obligations under this Agreement. The jurisdiction/venue for any action arising out of performance of this Agreement, or interpretation of its terms and conditions, shall be in the District Court in the First Judicial District of the State of Idaho, Bonner County.

10. NON DISCRIMINATION

10.1 The CITY, in accordance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d to 2000d-4), and associated regulations, as well as Sandpoint City Code, hereby notifies the CONTRACTOR and any subcontractor that it shall not discriminate against any applicant or employee on the grounds of race, color, national origin, or sex, sexual orientation, or gender identity/expression.

10.2 The CONTRACTOR and any subcontractors shall, in all solicitation or advertisements for employees placed by them or on their behalf, state that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, sexual orientation, gender identity/expression, age or national origin.

11. SUPERSEDING AGREEMENT AND SEVERABILITY

This Agreement supersedes and replaces any pre-existing written or verbal agreements between these parties. If any provision of this Agreement is held to be unenforceable, such provision shall be excluded without affecting the remaining terms and provisions contained herein.

12. ATTORNEY FEES

Reasonable attorney fees and costs shall be awarded to the prevailing party in any action to enforce or interpret this Agreement, or to declare a termination or forfeiture thereof.

In Witness Whereof, the parties hereto have caused this Agreement to be executed and attested by their respective officers or representatives thereunto duly authorized.

CITY OF SANDPOINT
1123 Lake Street
Sandpoint, Idaho 83864

EXBABYLON, LLC
301 Cedar Street, Suite 106
Sandpoint, Idaho 83864



09/11/2020

Shelby Rognstad
MAYOR

Date

Alex Stanton
MANAGING PARTNER

Date

ATTEST:

Melissa Ward, City Clerk

**EXHIBIT A
SCOPE OF SERVICES**

CONTRACTOR shall provide the CITY comprehensive IT management and support services.

Base Managed Services to include:

- Firewall Monitoring
- Advanced Reporting
- Network Monitoring
- WAN Monitoring
- Switch Monitoring
- Workstation Monitoring
- Server Monitoring
- Patch Management
- Vulnerability Scanning
- Anti-Virus & Anti-Malware
- Endpoint Protection Included
- Hardware Asset Tracking
- Software Asset Monitoring
- Alerting & Ticketing Services
- Co-Managed Dashboards

End User Support Services include:

- Remote User (Desktop) Support: L1/L2 support
- Standard Onsite Services: Onsite services - covered L1/L2 onsite services

Advanced Services include:

- Onsite or Remote Advanced L3 services which may include Advanced Server, Network, Cloud or Cybersecurity Administration

- Top-Tier Equipment Pricing, Including, but not limited to, computers, projects, infrastructure

Managed Services Technology:

CONTRACTOR deploys Managed Services tools from vendors who have a proven track record of security and quality. Among CONTRACTOR's technology vendors are respected industry veterans that offer enterprise-proven solutions. These tools are implemented by CONTRACTOR to

underpin the robust management, security, reporting, alerting, and support capabilities that CITY requires (i.e. ability to meet NIST 800-171 & FIPS 140-2 compliance) as of date of RFP response:

1. SolarWinds Remote Monitoring & Management
2. BitDefender Anti-Virus & Anti-Malware w/ Heuristics & Machine Learning
3. SolarWinds Password Management
4. SonicWall GMS
5. Microsoft CSP Administration
6. Identify Management, Audit Logging, Multi-Factor Authentication enforced on all platforms

CONTRACTOR retains the right to recommend and implement changes to the managed services stack after said changes have been reviewed and approved by CITY authorized/designated representative. These service changes can include anti-virus and RMM vendors. CITY will be notified in advanced of any new solutions will, at minimum, meet the effectiveness of the previous solution.

Network Design and Configuration Services:

CONTRACTOR will provide the following services:

1. Network switch monitoring (if hardware supports such monitoring)
2. Internet connectivity, WAN, and firewall monitoring services
3. Cisco telephony support will be limited to MAC orders (adds, moves, changes) and coordination with the vendor.

CONTRACTOR is a **SonicWall Partner** with multiple **SonicWall Certified Engineers** and Support staff. As a Cisco and Dell Partner, CONTRACTOR will support Cisco telephony and CITY switching with VOIP services provided by Ednetics.

Service Delivery:

CONTRACTOR shall provide the following:

1. Contractor to provide 24-hour on-call resources for urgent priorities that may need immediate response on-site and/or remotely;
2. Contractor shall manage all aspects of Help Desk service delivery as a single point of contact, including:
 - a) Level 1, 2, and 3 problem resolution;
 - b) Service request tracking;
 - c) Problem management;

- d) Call escalation management;
 - e) Dispatch;
 - f) Knowledge management;
 - g) Self-help;
 - h) Manage the team providing services to the CITY;
 - i) Manage performance of CONTRACTOR staff and services, and continually seek opportunities to enhance and improve performance;
 - j) All Help Desk tickets will be reviewed and prioritized by CITY authorized designated representative(s)
 - i. A maximum of two City staff require the ability to adjust priorities within the ticketing system; and
 - k) Provide CITY monthly service level reports and access to monitoring tools. Staff may participate in receiving alerts and alarms.
3. CONTRACTOR to manage audio/visual systems for CITY public meetings; and
4. CONTRACTOR required to measure and monitor customer service and provide monthly reports on customer service delivery. CONTRACTOR to provide a process for customer service escalations and remediation.

Help Desk Support:

CONTRACTOR shall provide the following Help Desk Support Services:

Remote and onsite support via the utilization of industry leading tools and a highly experienced team to ensure rapid and effective support. CONTRACTOR shall provide multiple levels of technicians (L1, L2 & L3) who work together to ensure all helpdesk support tickets are resolved efficiently. During this process, a ticket remains the responsibility of the assigned technician until escalated or completed.

Service can be provided either onsite or via a remote connection facilitated by remote management technology utilized by CONTRACTOR. The onsite or remote support will be decided in accordance with client requests and in a manner that will lead to the most efficient resolution. CONTRACTOR will determine if onsite response is the most efficient

response. The authorized CITY representative can request onsite support if CONTRACTOR is recommending remote support.

Upon the receipt of a service request, a helpdesk ticket will be generated, and the next available technician will be assigned if none are available to immediately address the issue. CONTRACTOR technicians will take thorough and detailed notes and accurately document both the issues and resolution. In the event the issue is specific to a client (not a general Windows, Office, etc. issue), an internal Knowledge Base article may also be created to ensure all CONTRACTOR technicians have access to the requisite information. Once a ticketed issue or request has been completed, CONTRACTOR Technician will perform multiple attempts at following up to confirm the issue is completely resolved. Upon verification of complete resolution, the ticket will then be moved forward for approval by the CONTRACTOR Managed Services Team Lead. At any point during the average workflow of a ticket, it may be escalated to a senior technician if doing so would provide better service to the CITY. This decision will be made in consultation with the CONTRACTOR's Managed Service Team Lead to ensure a ticket is being addressed by CONTRACTOR staff most qualified for the issue. CITY will be notified upon escalation of a ticket and the technician that received the escalation will oversee the ticket. Additionally, the CITY will have access to a list of direct escalation contacts in the event they feel the need to request more expedient service than is contractually outlined. These escalation contacts strive to be available 24/7 to facilitate the greatest levels of service.

Help Desk Availability and Response Times:

CONTRACTOR helpdesk is staffed Monday through Friday, 7AM to 5PM Pacific Time by experienced technicians able to provide support for all levels of issues as well as address any needed escalations. Before the end of business hours, CONTRACTOR technicians will review all tickets and communications to ensure all requests have been answered and are being handled within expected Response Times. Should the need arise, technicians will continue to address issues after 5PM Pacific Time to ensure all contractual requirements are met and the CITY receives the highest caliber of service.

Public Meetings:

CONTRACTOR shall provide onsite attendance at scheduled and unscheduled/unplanned public meeting support during and/or after normal business hours.

After-Hours Support:

CONTRACTOR shall provide a rotating team of on-call technicians to provide a first line of contact for after-hours support. This support is reached through an after-hours voicemail system available outside of our ordinary business hours on our main phone line. Additionally, the CITY will be provided a list of escalation contacts with direct cell phone

numbers to call or text by CONTRACTOR. These contacts are available for use if the response from the on- call team is not rapid enough and will connect directly to senior CONTRACTOR technicians.

Scheduled after-hours support is also available if the time is requested in a manner that allows for a proper scheduling workflow to be completed to verify CONTRACTOR availability.

Support Tracking:

Support tracking will be provided via a monthly summary report of all tickets opened, closed, or worked on during the month with the current status for each ticket. Any tickets that remain open more than three days will be reported in a weekly report detailing resolution delays and remediation plans.

Third-Party Software & Costs:

CONTRACTOR will provide, if requested by CITY, all endpoint protection (anti-virus), asset tracking, network monitoring, vulnerability scanning, firewall monitoring, and Disaster Recovery/Backup services (if selected). In addition, if requested by CITY, CONTRACTOR will provide Microsoft 365 and Azure licensing along with Firewall Security services through a Hardware as a Service (Firewall as a Service) program.

CITY will be required to work with CONTRACTOR to perform a Microsoft Licensing self-audit within 120 days and, while CONTRACTOR can help with optimization and procurement, the CITY will be responsible for maintaining proper Microsoft Server, SQL and User/RDS CALs. In addition, CITY is responsible for maintaining active support contracts with hardware and line-of-business third-party software vendors (i.e. BS&A ERP, Rockwell Automation, Watchguard, AutoDesk, etc.) and any other third-party software already in place if CONTRACTOR services are not selected.

CONTRACTOR may conduct a comprehensive audit of CITY software and systems as part of our onboarding and documentation procedures at no additional cost to the CITY. Within the first 60-90 days of onboarding, CITY shall meet with CONTRACTOR to review the audit and work to eliminate unnecessary software and hardware to reduce or streamline costs.

Desktop Hardware and Software Maintenance Support:

CONTRACTOR will manage all aspects of the entire process in the deployment of equipment or planned upgrades.

CONTRACTOR will maintain dedicated depot repair staff with the ability to repair out-of-warranty items such as cracked screens, failed hard drives, or other items when requested by the CITY.

CITY may procure hardware and software from CONTRACTOR or other source(s) at its discretion. CONTRACTOR will manage all new hardware implementation/installation, including but not limited to, data destruction and recycling of old hardware and warranty management in the event of new hardware defect.

CONTRACTOR shall maintain a rigorous data destruction protocol, meeting the **NIST Special Publication 800-88, Revision 1: Guidelines for Media Sanitization** when equipment is end-of-life. CITY will be charged applicable media destruction rates by CONTRACTOR.

CONTRACTOR will provide Asset Management, providing access to a portal for both CONTRACTOR and designated CITY representative(s), which provides on-demand reporting and details on all IT assets throughout the organization. CONTRACTOR has the ability to provide Automated or scheduled reports as requested by CITY.

Desktop Equipment:

CONTRACTOR's Endpoint Security, Management, Monitoring and Web Filtering platforms work across boundaries, providing security, compliance and support capabilities for devices at any location. CONTRACTOR has the ability and experience in configuring, deploying and supporting MDCs, including the cellular and Netmotion/Spillman connections.

Desktop Application Support:

CONTRACTOR will work directly with application vendors to support the implementation and/or the resolution of vendor-specific issues. Where applicable, CONTRACTOR will also create internal Knowledge Base Articles and perform team training.

Communications/Network Administration:

CONTRACTOR shall provide all communications and network administration for CITY, to include:

1. Support switching between each facility and each facility's local area network and wireless. CONTRACTOR will coordinate network (including internet) changes and troubleshooting as necessary;
2. Communications/Network Administration includes maintaining and monitoring the communication through the CITY network, ensuring optimal performance. This includes, but is not limited to, data network and wireless infrastructure, protocol, handsets, mobile devices (within CITY facilities), switches, and VLANs;
3. The communication/network responsibilities include regular patching, updates, firmware and service pack updates, network operating system

upgrades, and the monitoring, maintaining, and optimization of all the services and devices;

4. Network projects will also include maintaining the current environment, as well as changes and improvements to existing operations, including new capabilities. Network projects may be scheduled in advance or may be required on an as-needed basis; and
5. The responsibilities include, but are not limited to:
 - a. Maintaining all WAPs, firewalls, switches, and VPNs; providing network design and engineering expertise to maintain network;
 - b. Upgrading or replacing all network equipment based on the CITY's computer equipment replacement plan;
 - c. Evaluating and applying security patches and upgrades;
 - d. Monitoring network performance and capacity;
 - e. Identifying potential limitations before traffic on the network increases to the point that it affects system performance;
 - f. Keeping inventory and maintenance records for all network equipment and ensuring documentation and recoverability of network device configurations;
 - g. Providing or scheduling repairs and maintenance necessary to continue operations and meet approved service levels;
 - h. Coordinating and communicating maintenance and upgrades with the CITY to minimize impact to operations;
 - i. Diagnosing, investigating, and identifying root cause to network problems;
 - j. Support connections to some county-wide shared networks;
 - k. Integration with other Agencies / Applications;

- I. Ensure applications are available for internal/external access;

Internet:

CONTRACTOR will monitor with one-minute heartbeats and handle communication with CITY during outages or ISP degradation, manage any failover circuits, and work directly with the ISP to resolve any ISP related issue.

Network Administration:

CONTRACTOR will utilize industry leading tools to monitor, support, and secure networks for the CITY. These tools allow CONTRACTOR to proactively triage, diagnose, and resolve problems on the network. These tools also provide CONTRACTOR team with advanced alerting tools, device configuration backups, and robust, live network topography mapping.

CONTRACTOR shall also overlay CONTRACTOR standard procedures to ensure all changes to an environment are thoroughly documented and reviewed.

Security:

In addition to delivering advanced planning, engineering, and support services, CONTRACTOR shall also provide and ensure security and compliance. CONTRACTOR shall ensure all moves/additions/changes and projects are protected and secure through any and all changes to systems.

Microsoft Server Administration, Office 365, and Security:

CONTRACTOR shall provide the maintenance of all aspects of information security, incident management, physical security, system security and integrity, virus and malware protection, access control, and auditing. CONTRACTOR responsibilities include, but are not limited to:

1. Microsoft server administration; with access provided by CITY, CONTRACTOR will set up users, manage access to resources (file shares/printers), and implement security for each per CITY requirements;
2. Servers are maintained on a five to seven-year computer replacement plan. CONTRACTOR shall complete server replacements and virtualization according to the CITY computer replacement plan;
3. Office 365 environment administration. A single government cloud based Office 365 instance will be integrated with CITY Active Directory services;
4. Maintain security settings, software, and firmware on all network equipment, computers, and laptops;

5. Ensure devices have the latest available security patches and firmware installed;
6. Implement a remote access tool to maintain a secure remote access environment using appropriate technologies;
7. Provide remote access administration that complies with CITY policies;
8. Provide assistance to maintain Active Directory and Group Policies;
9. Apply and maintain CITY policies for file system security and user access;
10. Provide and maintain security on desktops (antivirus);
11. Provide and support an antivirus solution (solution requires approval by CITY);
12. Ensure CITY security policies are enforced on endpoints;
13. Perform regular maintenance and auditing to ensure security on all devices;
14. Monitor and respond to logs on endpoints, antivirus, and patching; and
15. Utilize a secure Password Management System for the storage and maintenance of CITY technology device passwords. CONTRACTOR to provide CITY with administrative rights to City authorized/designated staff.

Microsoft 365 Administration:

CONTRACTOR shall perform service management. CITY shall obtain and maintain user licenses. CONTRACTOR will monitor audit logs, provides proactive alerting, and investigate all outages on behalf of the CITY.

For Microsoft 365 administration, CONTRACTOR polices outlined for Active Directory management also apply. Verification of any change requests, ticketing, notation, and ensuring all data retention policies are met are core to CONTRACTOR's management.

User Move/Add/Change:

CONTRACTOR will provide account Move/Add/Change requests, including account provisioning, decommissioning, security level and group assignments, auditing, and change management tracking.

Active Directory Administration:

CONTRACTOR will handle Active Directory Administration through standard ticket workflow to ensure all changes are tracked and audited. Changes can either be initiated by CITY request or by internal audits and both will go through the same ticketing process.

CONTRACTOR standard policies require performance of identity verification of any individual requesting changes to ensure that only authorized CITY staff are submitting requests. All requests that grant additional access or for a password change or reset are carefully vetted to ensure all are valid and mitigate the chance of harm to the CITY. All Active Directory changes are handled in accordance with data retention and access policies as mandated by the CITY and/or regulatory requirements. Permanent deletion of items will only be performed upon verification by an authorized staff member of the CITY.

Server Management:

CONTRACTOR to provide server Monitoring, Patch Management, Vulnerability Scanning, Anti- Virus/Malware Protection, and secure Remote Management tools available to both CONTRACTOR and CITY IT staff or authorized representative(s). CONTRACTOR will provide expert and comprehensive Active Directory management, best practice enforcement, and will help the CITY implement changes as required to meet industry standards.

Cloud Migrations:

CONTRACTOR will work with the CITY to perform multi- year Total Cost of Ownership calculations as decisions are made to maintain on-premise servers and/or move to the cloud. CONTRACTOR will assist with building the roadmap, which may include mid-term use of existing server hardware investments and long term migrations to vendor or CITY Private cloud designs. CONTRACTOR will assist with engineering, planning, budgeting and execution.

Remote Access:

CONTRACTOR will provide enterprise grade Remote Management tools, to be utilized by both CONTRACTOR and CITY authorized designated representative, if requested. CONTRACTOR platform meets FIPS 140-2 compliance and is MFA controlled with detailed audit trails.

Security Administration:

CONTRACTOR will monitor, support, and update (as determined by internal processes) edge security appliances and endpoint anti-malware software. CONTRACTOR's Managed Services Team will monitor all alerts produced and will follow standard ticket process to resolve any detections or alerts. All potential security issues are considered to be Critical Priority and will be handled as such.

In the event of a critical security event, CONTRACTOR will consider the security and integrity of the CITY to be of the highest importance. As such, CONTRACTOR may, without warning, disable network access for individuals or take other steps to ensure the integrity

of the environment. CONTRACTOR shall immediately contact impacted user(s) AND authorized CITY representative if such actions are deemed necessary by CONTRACTOR in the event of a breach.

To prevent such issues, CONTRACTOR will strive to ensure that only top-quality security products are in use and all devices are kept up to date. CONTRACTOR will also focus on end user training and education to help prevent human errors.

Auditing & Logs:

CONTRACTOR will monitor Critical Event Logs, Failed Logins, and other high-risk events during normal business hours. The CITY understands that this is not a replacement for a SIEM/SOC service (see below).

SIEM/SOC/Penetration Testing:

This Agreement does not include true SIEM/SOC services (Security Information and Event Management / 24/7 Security Operations Center) or Penetration Testing services.

Cloud Based Services:

CONTRACTOR shall provide the following for any Cloud Based Services:

1. Contractor to provide technical assistance to the application software vendor and staff for migrations and ongoing support.
2. Contractor to configure Active Directory integration where appropriate.
3. Contractor to maintain security roles of cloud based applications as appropriate.

CONTRACTOR will assist as required with Application Vendor engineering, project management, scheduled project calls, Single Sign On via SAML, Azure AD SSO, ADFS or native LDAP Active Directory Services.

Purchasing:

CONTRACTOR shall provide the following for Purchasing services:

1. The CITY will manage and maintain the majority of maintenance agreements. CONTRACTOR will assist with the procurement of IT-related equipment and software as requested by CITY. CONTRACTOR will be responsible for obtaining quotes for maintenance or warranty renewals.
2. CONTRACTOR will follow the CITY Procurement Policy.

3. All procurement of hardware and software shall be updated in an asset database with serial numbers, warranties, and expiration dates.

Documentation:

CONTRACTOR shall provide the following:

1. CONTRACTOR shall create and maintain accurate and updated technology documentation, including, but not limited to:
 - a. Device configuration version control
 - b. Change control documentation, including thorough test plans
 - c. Standard procedures (i.e., patch management)
 - d. Updated equipment, application, warranty, and license lists
 - e. Vendor contact list
 - f. Network diagrams

2. The documentation shall be audited and inventoried on an annual basis. A quarterly update will be sent to the designated IT contact for review.

CONTRACTOR will maintain documentation and knowledge based articles as required to minimize training or re-learning for the ongoing supportability of the environment. Documentation will be audited and inventoried on an annual basis. A quarterly update will be sent to the CITY authorized designated representative for review.

Service Levels:

CONTRACTOR shall adhere to the following minimum service levels:

Priority	Response Time	Resolution Time
Urgent (multiple staff members unable to function)	2 hours	90% resolved in less than 8 hours
High Priority (single system down or critical function unavailable)	4 business hours	90% resolved in less than 16 hours
Medium Priority (a single program or function does not work)	8 business hours	75% resolved in less than 24 hours
Low Priority (issue reduces productivity, but a work around exists)	16 business hours	75% resolved in less than 1 week

CONTRACTOR will deliver a monthly report (SLA Report) documenting performance according to the agreed-upon service levels set forth below. Any SLA that is not met will be met with a remediation plan included in the SLA Report that will be implemented in less than 30 days.

Account Administration, Management, and Reporting:

CONTRACTOR is responsible to provide the following high level service and accurate reporting, including but not limited to:

1. Prepare and deliver Service Level Agreement Reports (monthly)
2. Report of all Help Desk tickets or reported incidents that have been open more than three days (weekly)
3. Summary report of all tickets opened, closed, or worked during the month, with a status for each
4. Prepare and conduct an IT Satisfaction Survey (annually)
5. Perform Annual Technology Assessment to include current state of all hardware, software, licenses, vendors, diagrams, and recommendations for improvements, innovation, new technology, including improvement and sustainability projects
6. Attend IT meetings on-site or via tele/video conference
7. Provide current status of service request or project (as needed)
8. Vendor will be required to sign a Professional Services Agreement
9. Transition/Onboarding
10. City staff will provide access to all computer rooms and equipment.
11. City staff will coordinate date and time for transition of passwords (and responsibility) with current vendor
12. Current vendor will be available for assistance with knowledge transfer as required

13. All support services and passwords will be transitioned from the current vendor to the winning vendor at a specific date and time agreed upon by all parties.

Client Satisfaction:

CONTRACTOR will send out regular Client Satisfaction Questionnaires when completing tickets and projects, as well as quarterly or annual organization-wide Satisfaction Surveys. CONTRACTOR will share data CITY.

Onboarding/Transition Services:

CONTRACTOR will provide a dedicated team along with a Single Point of Contact to aid in the transition of services, perform pre-transition risk mitigation and collaborate with the CITY on potential risks.

Service-Level Metrics:

The SLA Report will document the number of tickets submitted in each priority level, the number of tickets resolved within the timeframes set forth in the agreed-upon SLA, and any SLA failures, with remediation plans set forth in the report. CONTRACTOR shall provide monthly SLA reports showing detailed information on the attainment of these SLA requirements.

Project Management:

CONTRACTOR shall provide the following Project Management services:

1. CONTRACTOR is expected to provide an Account Manager for the CITY. The Account Manager will interface with the CITY authorized designated representative(s) and become the main contact(s) for the City for the duration of the contract.
 - a) The Vendor Project Manager will be assigned to the CITY for the duration of the contract.
 - b) The CITY reserves the right to request a change in Account Manager based on performance.
 - c) Project implementation will be coordinated with CITY schedules in order to minimize any disruptions to normal operations.

CONTRACTOR will provide quarterly and annual budget updates, help with annual project planning, prioritization through risk/benefit assessment and assist with ongoing IT cost impacts for new projects and/or software deployments.

Project: Council Chambers Audio/Visual :

CONTRACTOR will collaborate with the Audio/Visual contractor.

Project: OneDrive/Sharepoint :

CONTRACTOR will collaborate with the Migration Vendor to ensure the developed deployment and security plan meets best practices.

Project: Virtual Servers:

CONTRACTOR will assess the server project and work with CITY to plan and execute.

Project: Wireless Network:

CONTRACTOR will assist the design and implementation.

Project: Mobile Device Management:

CONTRACTOR will assist the CITY design a MDM plan that fits the needs of the organization, then work within the Microsoft Office 365 platform to test, train, deploy and manage. CONTRACTOR can configure based on Office 365 native MDM (ActiveSync) or via the more advanced Microsoft Intune, both native Microsoft Cloud solutions.

Project: Firewall Services:

CONTRACTOR will perform a comprehensive audit on existing firewalls and make recommendations for a security improvement project which would include configuration of Advanced Threat Protection to external facing firewalls (which may include DPI-SSL and/or Capture Cloud). Once implemented, CONTRACTOR will maintain monitoring and future security best practices including firmware, etc.

Project: Two Factor Authentication:

CONTRACTOR will recommend combining this 2FA/MFA project along with the MDM project and leverage the CITY's new Microsoft 365 platform to leverage Azure AD MFA. CONTRACTOR will assign one Project Manager to both projects to maximize efficiency and minimize cost.

CITY Requirements:

1. CONTRACTOR requires an annual business review and planning session with CITY, as well as an annual technical audit conducted by CONTRACTOR;

2. To deliver the maximum potential value, the CITY Business Analyst and other CITY authorized designated representative(s) will collaborate with CONTRACTOR on critical operational decisions, including significant changes to things like budgets facilities, internet service providers, major applications, cybersecurity, or IT policies;
3. While a physical office is not required, CONTRACTOR requests CITY provide a dedicated space at City Hall for CONTRACTOR staff; and
4. Authorized, autonomous access to the facility outside of business hours for designated CONTRACTOR staff.

TERMS AND CONDITIONS

Hybrid Agreement. CONTRACTOR is providing Remote Monitoring, anti-virus, web filtering and network monitoring services as part of the base rate. CONTRACTOR will charge the CITY the applicable hourly rate for any service required to manage or maintain the IT system, including resolving alerts or issues identified by the monitoring services. No hourly services are included in this Managed Services Base Rate.

Cyber Risk. CITY understands that cybersecurity risks exist and no method of security, monitoring, or prevention can eliminate that risk. The security products and services provided by CONTRACTOR will provide basic protections and mitigation of potential risks, but it is always a matter of not "IF" but "WHEN" a cyber incident will occur. Proper risk mitigation planning, including cybersecurity insurance and forming a cyber incident response team is the responsibility of the CITY, in the event of a breach or incident, CONTRACTOR will assist the CITY to the extent of their abilities with remediation, incident reporting, including collaboration with law enforcement or forensic investigation teams as required. All time and costs associated with such an incident will be the responsibility of the CITY.

Force Majeure. If CONTRACTOR's performance of any obligation under this Agreement is prevented, restricted, or interfered with by causes including failure or malfunction of CITY-supplied equipment, acts of God, explosions, vandalism, cable cuts, storms, fires, floods or other catastrophes, power failure, computer attacks or hacking, national emergencies, insurrections, riots, wars, strike, lockout, boycott, work stoppages or other labor difficulties, or any law, order, regulation or other actions of any governmental authority agency, instrumentality, or of any civil or military authority, then CONTRACTOR shall be excused from such performance on a day to day basis to the extent of such prevention, restriction, or interference. CONTRACTOR shall use commercially reasonable efforts under the circumstances to avoid or remove such causes of nonperformance with reasonable dispatch.

Equipment

- A. CONTRACTOR may sell to CITY certain devices, including but not limited to, network equipment, hardware, mobile devices, peripherals, etc. ("Purchased Device(s)") for CITY's use

- in conjunction with CONTRACTOR services. Ownership of, and title to, the Purchased Devices shall transfer from CONTRACTOR to CITY at the time of delivery of the Purchased Devices. CITY will own and bear all risk of loss, theft, or damage.
- B. CONTRACTOR may provide CITY certain devices, including but not limited to, network equipment, hardware, etc. for CITY's use in conjunction with the Services ("Hardware as a Service", hereinafter "HaaS"). Unless a device is purchased by CITY, CONTRACTOR shall own and retain title to HaaS. CITY is solely responsible for loss or damage to any HaaS. Furthermore, CITY shall provide physical security for HaaS, including protection against environmental conditions and provide a clean power source to HaaS, during the Service at its own cost or expense. HaaS shall be delivered to CITY and returned to CONTRACTOR at the CITY's risk, cost, and expense. CITY shall have no right to sell, give away, transfer, pledge, mortgage, remove, relocate, alter, or tamper with the HaaS at any time.
- C. CONTRACTOR makes no warranty as to the Devices ("Devices" includes both Purchased Devices and HaaS) either expressly or implied. All such warranties, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose on behalf of CONTRACTOR, are expressly excluded. For Devices that fail to operate in a manner to support the associated CONTRACTOR Service, CONTRACTOR will make all reasonable attempts in a timely fashion to provide assistance with repair or replacement with a like device. Expedited delivery services when available can be provided to a CITY location for an additional charge when equipment is in stock either at CONTRACTOR or the equipment manufacturer. CONTRACTOR may also offer certain types of support pursuant to certain service plans if CITY elects to pay for and receive this additional Service. Non-expedited shipping charges will be the responsibility of CONTRACTOR for equipment that is determined to be non-operational due to equipment failure. If it is determined the cause of failure is related to customer damage outside of normal wear and tear, then the CITY will be responsible for all shipping and delivery charges. This exclusion of warranties in no way limits the CITY's possessive claim of warranties as to any Devices with respect to the manufacturer thereof. CONTRACTOR shall make all reasonable efforts to obtain manufacturer's warranties on any Devices purchased by CONTRACTOR on behalf of the CITY.
- D. CITY acknowledges that the performance of equipment, including the Purchased Devices, the HaaS, and equipment supplied by CITY, can be affected, and thus the corresponding Services can be directly impacted, by environmental conditions, which are out of the control of CONTRACTOR. It is the responsibility of CITY to ensure that such equipment is receiving proper care, such as proper cooling, a clean power supply, being housed in proper facilities, etc. CITY will be responsible to CONTRACTOR for any damage caused to the HaaS stemming from these factors. In addition, CONTRACTOR will in no way be responsible to CITY for any damage caused by these factors to the Purchased Devices, CITY's supplied equipment, or any degradation in Service levels resulting therefrom.

**EXHIBIT B
FEE SCHEDULE**

Fee for services as described in Exhibit A, Scope of Services, is as follows:

Professional Service Hourly Rates – No Minimum Quantity

Service	Rate
40hr per week Tech onsite during transition with no specified deadline	\$75 per hour
Remote User (Desktop) Support: L1/L2 support	\$60 per hour
Standard Onsite Services: L1/L2 onsite services	\$85 per hour
Advanced Services: Includes Onsite or Remote Advanced L3 services which may include Advanced Server, Network, Cloud or Cybersecurity Administration	\$125 per hour
Top-Tier Equipment Pricing including, but not limited to, computers, projects, and infrastructure	Included
Discounted Employee Services	Included [10% off]

Managed Services Base Rate Fees. Actual resource counts will be adjusted up/down on a rolling thirty-day basis (the City will only pay for Managed Services on equipment or devices in use):

Service	Fee: (includes quantity as of Agreement execution date)
Firewall Monitoring (City Owned)	2 @ 150.00 each
Server Rate: Includes monitoring and maintenance, SMS/email alerting, patch management for Windows and over one hundred (100) 3rd party applications, the SECURE 360 anti-virus and vulnerability scanning suite	25 @ \$125 each
Workstation/Laptop Rate: Includes monitoring, patch management for Windows and over one hundred (100) 3rd party applications, the SECURE 360 anti-malware, endpoint security, and vulnerability scanning suite, includes Take Control and Asset Tracking, Remote Background Tools	110 @ \$15 each
Managed Offsite Server Backup [Disaster Recovery]: Fully managed offsite backup with encryption. Fair use pool of 400GB/server	0 @ \$100 each
Managed Offsite Workstation Backup: Fully managed offsite backup to US datacenters with encryption. Fair use pool of 100GB/workstation	0 @ \$25 each

Physical Network Monitoring: Monitoring and management of on premise physical switching or networking devices	30 @ \$20 each
Comprehensive SECURE 360 Security Suite [Anti-malware, protection, patch management and security updates on all workstation, servers & laptops.]	INCLUDED
Co-Managed Dashboards [Review and manage SERVICE 360 systems, Take Control features for workstations/servers, automated reporting and asset tracking]	INCLUDED
Endpoint Web Filtering & Cloud Security	0 @ \$3 each
SentinelOne EDR Protection	0 @ \$5 each
DNS & Domain Services (per domain)	0 @ \$30 each
Advanced Reporting [Daily/Weekly/Monthly reporting on system health]	INCLUDED
Total SERVICE Monthly Managed Services Base Rate	\$5,675

* Based on estimated number of devices estimated as of **10/01/2020**, actual count above the Schedule quantities will be adjusted on a rolling 30-day basis.

Additional Managed Services Available	Fee
Disaster Recovery/Offsite Backup - Server	\$100 per unit
Disaster Recovery/Offsite Backup - Workstation	\$25 per unit
Endpoint Web Filtering & Cloud Security	\$3 per unit
SentinelOne EDR Protection	\$5 per unit
Firewall as a Service (per firewall budget)	\$250 per unit
Wireless as a Service (per AP budget)	\$30 per unit
DNS & Domain Services (per domain)	\$30 per unit
Managed 365 Basic Security	\$250 flat rate

Media destruction fees will be passed onto CITY from CONTRACTOR and be charged at the market rate at that time. These rates fluctuate and a set rate cannot be committed to within this Fee Schedule. CONTRACTOR will provide an invoice from destruction company/service along with CONTRACTOR invoice for CITY reimbursement of said fees. As of contract execution date, the charged amount for destruction is approximately 50% shred fees and 50% CONTRACTOR service fees.

Agreement price not to exceed \$439,900. CITY makes no guarantee entire Agreement Price will be expended during the term of this Agreement.

EXHIBIT C
CITY SOFTWARE APPLICATION LIST (as of October 01, 2020)

Acrobat Pro, Reader and Standard
Acronis Backup 12.5
Adobe Illustrator
AutoCad 2018
Badger Meter Reading
Barracuda Backup
BlueBeam PDF
B S & A ERP
Cisco Jabber
Coban
Compstat
CUES Granite
Custom Intranet
Datanow (old financial software)
DesignCAD Max
Eimpact
ESRI ArcGis
Firehouse
Microsoft Hyper-V
Laserfiche Rio 10.3.1
Lifesize Recording
Microsoft Exchange Server 2013
Microsoft Exchange Server 2016
Microsoft Office Home and Business and Standard 2010, 2013, 2016 and 2019
Microsoft Office 365
Microsoft Remote Desktop Server
Microsoft Server 2008 R2
Microsoft Server 2012 R2
Microsoft Server 2016
Microsoft SQL Server Express Microsoft SQL Server Standard 2008 R2 Microsoft SQL Server Standard
2012 Microsoft SQL Server Standard 2014
Microsoft Windows 7 Pro and Microsoft Windows 10 Pro
NetMotion VPN
Orion Meter Reading
Rockwell Automation Software for SCADA Systems
Sonicwall VPN
Spillman
Symantec Backup Exec 2012 and 2014
Symantec Endpoint Protection Enterprise
Veritas Backup Exec 16
VLC Player
Watchguard
Winamp