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Proposal For

City of Madison Heights

Information Technology Support Services

October 16th, 2020

RFP# 20-05

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Contents

Introduction.....	4
Service Cost Forecasting	5
Staffing and On-Call Services	5
Forecasted Projects.....	6
Meeting Pulse.....	6
Reporting Schedule.....	7
Planned System Maintenance Schedule	8
Cloud Computing	8

Attachments

[Sample Master Service Contract](#)

[Appendix C_IT Support Services](#)



Introduction

October 16th, 2020

Amy Mischak
Purchasing Manager
300 West Thirteen Mile Road
Madison Heights, MI 48071

Dear Amy,

Enclosed is the BPI Information Systems response for your request for proposal titled "RFP# 20-05 Information Technology Support Services." We have thoroughly reviewed the RFP and it is fully understood. We comply with all provisions in the RFP and have completed the requested response as instructed. The following document is formatted in the same order as your RFP for easy reference.

You will find that BPI Information Systems has extensive experience working with cities and townships in Southeast Michigan. Several other nearby communities have BPI staff providing fulltime onsite technology management services for their court systems. Our staff understand the service requirements, the software applications and the communications protocol with the county and state offices.

Support Services provided withing this proposal:

- Two full time service technicians onsite during business hours
- 24/7/365 on-call support for afterhours coverage
- Network management and monitoring from offsite NOC
- Security monitoring and alerting from offsite SOC
- Regularly scheduled management reporting with Deputy City Manager
- Planning and reporting with department heads
- Technology management and CIO Services
- Budgeting and capital improvement planning
- Fulltime dedicated project managers
- Certifications for direct manufacturer support

For our support activities, we will provide a team covering the skillsets listed above. Each member has prior experience working with city and the software applications listed in your RFP.

We appreciate the opportunity to present our support solutions and look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "James Blackburn".

James Blackburn
Account Manager
248-357-3980 x 105
jblackburn@BPIis.com



Service Cost Forecasting

Technology support budgeting for local government is a challenging problem. It's widely forecasted that local government revenues will continue to decline and at the same time technology costs will continue to increase. These increases are mostly from additional security required to combat cyber threats and fortifying disaster recovery systems. Secondary increases are from growing technology needs and inflation.

To help combat these increases, BPI proposes a multiyear budget forecast with modest increases. This helps prevent falling behind in securing the information systems and allows for productivity growth through implementing new systems. This requires working closely with the City's Finance Director and City Management on capital improvement planning and annual expenditures. This also supports the *"City's preference for a fixed price monthly rate to allow for proper budgeting."*

Staffing and On-Call Services

The technical support team is comprised of local service technicians that are dedicated and familiar with Madison Heights and the information systems.

Service is provided 24x7x365. Monday through Friday from 8:00AM to 4:30PM, the technology department will be staffed with a minimum of two technicians.

After 4:30PM, during weekends and City holidays the on-call staff will provide support. A local phone extension will be automatically forwarded to the on-call technician, plus an on-call direct phone number will be provided.

Afterhours Level One support is provided to Public Safety (Police and Fire) by first using phone support to address simple issues that may arise afterhours. If the issue requires Level Two or Level Three support, a local technician will be dispatched within four hours to provide on-site support.

There will be some instances when afterhours support is needed outside of Public Safety. This VIP service is provided using the same process as described above.

Before each City Council meeting, time is allocated for setup and testing of the council laptops.

Additional network and server technicians will be onsite to provide system maintenance. This is scheduled as needed for patch management and testing. Any system testing that requires equipment restarts or downtime is schedule between 1:00AM and 7:00AM Monday through Friday.

Overseeing the onsite staff is a Chief Information Officer. The CIO will be onsite several times a week and on-call as needed. The CIO will also be providing the reports as listed in the reporting schedule and attending staff meetings to represent the technology department.



Project Managers are assigned all project work to plan, document, track and report the project status. They are also responsible for maintaining the project portfolio and report directly to the CIO.

Forecasted Projects

Each year the capital improvement plan is updated and lists the upcoming technology projects. These projects are covered by this support agreement. The following is a summary list.

Internet Firewall	Replace End of Life Firewall and Management Software
iSCSI Switches	Replace End of Life SAN Ethernet Switches
VM Host Servers	Replace Older Host File Servers Used to Host Virtual Guest Servers
Replace SAN	Replace Aging SAN Before It Reaches End of Life
Exchange Email	Replace on premise Exchange Server with Office 365 or Exchange Online
Office 2010	Replace Microsoft Office 2010 with Office 365 or Office 2019
PC Refresh	Replace 20% of Personal Computers Each Year
Data Backup	Replace Aging Hardware and Upgrade Software
Phone MDM	Setup a New Mobile Device Management System

Meeting Pulse

During the course of providing computer support services there are regularly scheduled meetings with staff, department heads, direct reports and City council. The following two tables outline the meeting pulse for monthly and annually scheduled meetings.

	Sample Month																													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W	TH	F	S	S	M	T	W
Technology Staff Meeting																														
Ticket Review with Deputy City Manager																														
Department Head Meeting																														
City Council Meeting																														

	Sample Year											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Quarterly Business Review												
Budget Review and Planning												
5 Year CIP Planning												
Information Technology Advisory Committee												



Reporting Schedule

The reporting as requested in the RFP is comprehensive and made possible through the service ticketing and network monitoring systems. Additional reports for budgeting and strategic planning are created manually. A full listing of the reports requested is listed below and organized by delivery frequency. Sample reports are available on request. Ad hoc reports and report modification are also available.

Report Listing from RFP

Annually	Activities and accomplishments
Annually	Budget forecast and CIP plan
Annually	Strategic information technology plan
Monthly	Open and closed service requests by department
Monthly	Health check report on-premise servers
Monthly	Disk capacity and report
Monthly	Vulnerability scans and reporting
Monthly	Financial reporting on IT expenditures
Monthly	Helpdesk status report for open and closed service requests
Monthly	Project management report
Monthly	30 day past activities and outlines planned activities
Monthly	Downtime report for network and applications
Monthly	Turnaround time report for changes and software fixes
Monthly	Help desk report covering type of request and time to resolve
Monthly	Asset management report
Quarterly	Health check report of the network environment
Quarterly	90 day past activities and outlines planned activities
Quarterly	Personnel report covering hours worked and work assigned
Quarterly	Condition and adequacy of the City's IT system



Planned System Maintenance Schedule

There are numerous service maintenance tasks that are scheduled on a recurring basis. These are normal best practice activities in maintaining the servers, PCs and network. Some of these are automated, but still need monitoring and verification (Antivirus). While other tasks are manual processes that require an experienced technician (Vulnerability Scans). All maintenance tasks are verified and reported on as stipulated in the reporting schedule.

Vulnerability Scans	Monthly
External Penetration Testing	Twice a year
Backup Verification	Monthly
Software Licensing Review	Quarterly
Server Patch Testing	Weekly - As released by OEM
PC Patch Deployment	Weekly - As released by OEM
Antivirus Updates	Daily
Firewall Log Review	Daily - Through SOC and AI
Network Equipment Service Updates	Monthly - As released by OEM

Cloud Computing

Cloud services are optional and provided through best in class resources. This includes Microsoft Azure, Amazon AWS and Wasabi Cloud Services. Before an application is moved to the cloud a thorough review is first completed. This is done using a project charter and covers the project objective, work breakdown structure, costing and security implications. This assures that the project objectives are met without compromising security or exceeding the budget.

Sample Master Service Contract

The following sample Master Service Agreement is provided as a reference to be reviewed by the City Attorney. Should the City select BPI Information Systems for the contract renewal, the sample master agreement will be modified to meet the service levels stipulated in the RFP.



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23399 Commerce Dr Suite B7, Farmington Hills, MI 48335 (248) 357-3980

Master Service Agreement

INVOICING ADDRESS

CUSTOMER The City of Madison Heights
ADDRESS 300 West Thirteen Mile Road Madison Heights, MI 48071

INSTALLATION ADDRESS

CUSTOMER
ADDRESS Same

sample

CUSTOMER CONTACT

Primary: Amy Mischak - Purchasing Manager Telephone:	Secondary: Telephone:
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Technology Support Engagement

This is an open engagement between customer listed above, hereinafter referred to as Customer, and BPI Information Systems, hereinafter referred to as BPI. Under the scope of this engagement, BPI will provide computer information systems maintenance for the equipment listed in Section V and meeting the service level detailed within this agreement.

Service will begin on January 1st, 2021 and is subject to renewal every 12 months. Upon automatic renewal, the Fee Schedule for the scope of the engagement will automatically increase by two and one half percent (2.5%). If there is an increase or change in the scope of the engagement, a notice will be sent to the customer with the price adjustment required within 30 days of the event giving rise to the adjustment for approval. Any price adjustment agreed upon during the designated term will carry over to the next 12-month term and will be subject to the 2.5% price adjustment.

The Customer understands that this agreement is for the continued systems maintenance by means of managed service. This includes coverage for equipment listed in section V "Customer Equipment Listing" and excludes parts, software or third-party services required to maintain the listed equipment. Any hardware, software, and parts provided are quoted and billed separately.

I. Acknowledgment and Acceptance

Indicate your approval of the terms of this engagement by signing where indicated below. Terms and conditions are on section III.

Customer Acceptance:

Accepted by: _____

Print name: _____

Title: _____

Date: _____

BPI Acknowledgement:

Accepted by: _____

Print name: _____

Title: _____

Date: _____

II. Service Level Agreement

The following is a service and support summary for this contract. For details on each service type refer to Section IV. Items listed as declined are excluded but, can be made available with 30-day written notice to BPI.

Support Area	Support Description	Page	Acceptance
Support-Business Hours	8am to 5pm Monday through Friday	7	Covered
After Hours Support	24x7x365	7	Covered
Help Desk	Level 1, 2 and 3 support by phone	7	Covered
Deskside Support	Onsite support for desktop computers and related equipment	7	Covered
Application Software	Support of business application software	8	Covered
Documentation and Reporting	Document technology assists and reports	8	Covered
Data Center	Servers and central data systems	8	Covered
Network Services	Switches and routers	8	Covered
Systems Management	License, warranty, and vendor management	8	Covered
Network Security	Central firewall and internet connection	9	Covered
Backup System Recovery	Design and maintain central backup system	9	Covered
Technology Administration	General non-technical management duties	10	Covered
Telecommunications	Phone systems and VoIP devices	10	Covered
Data Cable	Priority time and materials services	10	Covered

Service Request Procedures:

1. Customer staff or designated contact will call the BPI helpdesk or on-site technician for support.
2. Work orders can be placed using the BPI web portal or email to Helpdesk@gardencity.org
3. All service will be recorded in the BPI service system for management review.
4. If applicable, after hours service will be routed through call forwarding using the customer's phone system.

Response and Resolution Times

BPI will provide Customer a response to a submitted ticket within two (2) business hours. A response is the initial helpdesk phone call to collect information to properly categorize and assign the ticket to the appropriate resources.

General Helpdesk Questions and Computer Assistance

- Most calls are answered on the first ring and a qualified technician is available to begin providing assistance.
- This covers general computer operation and soft issues with the operating system of applications software.
- If required, the service ticket is escalated to one of the following "Priority" levels.

Priority 1

- Customer Impact. All users and functions affected/unavailable.
- SLA: Within two (2) hours; Resolved: ASAP.

Priority 2

- Customer Impact. Significant degradation of services. Large number of users affected.
- SLA: Within four (4) hours; Resolved: ASAP

Priority 3

- Customer Impact. Limited number of users or functions affected; business process can continue.
- SLA: Within one (1) business day; Resolved: ASAP

The above response times only apply to Services directly provided by BPI. BPI does not make any commitments or guarantees regarding response times of third-party providers or vendors.

Client may request emergency services outside of Normal Business Hours to respond to critical network issues. Emergency services rendered via remote assistance or onsite assistance outside of Normal Business Hours are subject to be billed at 1½ times the normal rate for requested services.

BPI will provide Client with access to a monthly summary report that includes all requests for services, the problem statement and resolution for each request.

Fee Schedule

The fee schedule is based on the actual equipment inventory and professional services contracted for within this contract. As equipment quantities change the monthly fee will be adjusted accordingly. A detailed equipment inventory is listed in Section V.

Personal Computers

Laptops

Physical Servers

Virtual Server

Network Firewall

Enterprise Backup

Wireless Network Equipment

Network Switching and routing

First Months Bill

GEM Discount	\$0.00
Monthly Fee:	\$0.00

This contract is invoiced monthly. Payment is due in advance at the beginning of each month. The contract can be canceled with thirty days written notice or for nonpayment.

Current Rates for Additional Services **

Resource	Standard Hourly Rate	Discounted Hourly Rate
Senior Network Engineer	\$185.00	\$135.00
Network Engineer	145.00	125.00
Desktop Technician	125.00	90.00
Cabling Technician	90.00	85.00

** Discounted rates above apply for work added at Client's request and deemed "Out of Scope" and beyond Services included in this Schedule. Services may be performed remotely or onsite per Client approval. Hourly rates subject to change on an annual basis.

Out of scope service after BPI business hours, weekends, and BPI holidays is billed at 1½ times the discounted rate listed above.

Out of scope, support charges will be incurred at a 30-minute minimum commencing at the time of a return call by a BPI support representative. On-site support charges will include travel to and from customer site and shall require a two (2) hour minimum, with additional time in half-hour increments.

III. Terms and Conditions

BPI Support Responsibilities

- a) For the charges stated on the face of this Agreement (Charges), BPI will furnish Support under the terms and conditions of the Agreement.
- b) Unless otherwise expressly agreed on the service level agreement, BPI provides services only during Normal Business Hours, and all work performed by BPI after Normal Business Hours will be billable to Client as an additional service, per the terms of the agreement.
- c) BPI will maintain updated documentation on Managed Devices to facilitate the providing of Service. Upon termination of the Agreement, if Client has paid all amounts due under the Agreement, Client will be provided with a printed or electronic copy of such documentation upon written request.
- d) BPI shall protect the disclosed confidential information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination, or publication of the confidential information as BPI uses to protect its own confidential information of a like nature.
- e) This Agreement imposes no obligation upon BPI with respect to confidential information that becomes a matter of public knowledge through no fault of the BPI.

Customer Responsibilities

- a) The Customer, at its expense, shall provide reasonable facilities such as but not limited to, secure storage space for spare parts and service documentation, adequate working space including heat, light and electrical power outlets.
- b) The Customer shall constantly maintain the environmental conditions specified by BPI.
- c) The Customer shall keep confidential any materials, literature, information of knowledge which relates to trade secrets of BPI, or any property marked as proprietary or confidential by BPI.

Limitation of Liability

- a) BPI liability to the customer for damages from any cause whatsoever and regardless of the form of actions, whether in contract or in tort, including negligence, shall not exceed the charges paid to BPI. Such charges will be those in effect when the cause of action arose. This limitation will not apply to claims for personal injury or damage to real or tangible personal property caused by BPI's negligence.
- b) No action (whether in contract or tort, including negligence) arising out of the performance of BPI under this agreement may be brought by either party more than eighteen (18) months after the cause of the action has arisen, except that an action for nonpayment may be brought within eighteen (18) months of the date of the last payment.
- c) In no event will BPI be liable for any lost data, lost profits or any other special, indirect or consequential damages, even if BPI has been advised of, or should have known of, the possibility of such damage or for any claim against the customer by any other party.
- d) Customer agrees to indemnify and defend BPI for any claims by third parties which are occasioned by or arising from any BPI performance pursuant to instructions of the customer.

- e) In providing support, BPI does not assure uninterrupted operation and BPI is not responsible for failure to render services due to causes beyond its control.
- f) BPI disclaims all warranties either expressed or implied including, without limitation, warranties of merchantability and fitness for a particular purpose.

Exclusions

BPI is not required to provide any services except those services expressly set forth in the Service Description Schedule. Without limiting the foregoing, the following items, fees, and/or services are excluded from the service under this Schedule; any work performed related to the following will be billed at BPI's published rates.

- a) Any service(s) required due to treatment or attempts to install, repair, maintain, or modify any Managed Devices or related software or peripherals by a non-BPI authorized person or entity, including but not limited to negligent acts, improper configuration changes, new application installations, and upgrade installations.
- b) A formal disaster recovery or business continuation plan is NOT within the scope of this Schedule. Although the services to be provided under this Schedule are designed to provide managed IT continuity and will, under certain conditions, help Client recover from certain disasters, it should in no way be considered a formal disaster recovery or business continuity plan. If Client requires a disaster recovery or business continuation plan, including testing of the plan, BPI can assist Client with the development of such a plan. All time spent in the development and testing of this plan would be billable at a discounted rate or as an agreed additional service.
- c) Managed Device(s) which cannot be properly serviced due to end of life conditions, other withdrawal or termination of warranty or support by the manufacturer, unavailability of documentation or parts, or that exhibit excessive damage. BPI will use commercially reasonable efforts to provide thirty (30) days' notice to Client of any issues under this clause.
- d) BPI does not provide hardware warranty or maintenance services, and does not maintain an inventory of spare parts or replacement hardware. It is Client's responsibility to enter into appropriate warranty/replacement arrangements with hardware vendors. BPI will use reasonable efforts to coordinate with hardware warranty/maintenance providers in the repair and replacement of defective hardware. BPI reserves the right to utilize the services of manufacturer's representatives for repairs guaranteed by those manufacturers under separate service contracts. BPI shall have no obligation with respect to components that are identified by its manufacturer as a consumable or expendable item including, but not limited to, printer cartridges, fuser assemblies, batteries, print heads, magnetic media, paper supplies and similar items; handling all such items are the Client's responsibility.
- e) Training for customer or customers employees.
- f) Purchasing management including solicitation of quotes or bid, placing orders, tracking orders or verification of invoice or bills.
- g) Providing of supplies or accessories for any Managed Device(s) or electrical work external to Managed Device(s).

- h) Installation of replacement equipment and/or installation of additional equipment unless that equipment is part of a covered service incident.
- i) Project management for new or replacement of information systems equipment or software.
- j) Maintenance of accessories, alterations, attachments, upgrades or other devices; or services related to any relocation of Managed Device(s) unless specifically listed in a Schedule.
- k) The cost of any parts, equipment, or shipping charges of any kind.
- l) Third-party software license fees, renewal fees, or upgrade fees of any kind (except in connection with software provided by BPI in support of the Service).
- m) The cost of any third-party vendor or manufacturer support or incident fees of any kind.
- n) Programming (modification of software code) and program (software) maintenance.
- o) Training services of any kind unless otherwise agreed in writing by BPI.
- p) Moving hardware from one physical address to another physical address.
- q) BPI covers only the maintenance support of the network connection of network enabled, shared printers/copiers, and the printer connection and printer drivers of locally attached printers. Any other printer maintenance is not covered.
- r) Any peripheral attached to a workstation/laptop including, but not limited to USB hard drives, scanners, docking devices, cameras, and VoIP phones are not covered unless specifically listed on this Schedule.
- s) BPI will not be obligated to furnish continued support under this Agreement if the Equipment is moved from its location of initial installation and/or reinstalled without prior consent of BPI.
- t) Electrical work external to the Equipment.
- u) Support outside normal business hours.
- v) Catastrophe causes such as, but not limited to, fluctuations in electrical power or operating environment, accidents, fire and/or water damage.

General

- a) This Agreement may be modified only by a written amendment duly signed by the authorized representative of both parties. Variance from the terms and conditions of the Agreement in any Customer order or other written notification will be of no effect.
- b) It is the responsibility of Client to ensure that all of their data are adequately documented, backed up, duplicated, and protected against viruses and other security threats. BPI will, at the request of the client, provide advice, assistance, and recommendations for best practices in these areas. The client is responsible for implementing these backup and security best practices. BPI is not responsible for Client's failure to do so, nor for any cost of restructuring data stored on disks, tapes, memories, etc. lost during the course of performance of services hereunder.
- c) If BPI fails to fulfill its contractual obligation, Client has the right to recover an equitable amount not to exceed

such charges as were paid by Client pursuant to the agreement. In no event will BPI be liable to Client or any other person or entity, whether in contract, tort or any other basis, for incidental, consequential, indirect, or special damages or liabilities, or for loss of revenue, loss of business or other financial loss arising from services performed by any representative of BPI.

- d) This Agreement shall be governed by and construed in accordance with the laws of the State of Michigan. This agreement may not be modified except by a writing signed by both parties to this Agreement. If any legal action relating to this Agreement arises, the prevailing party shall be entitled to recover all costs, expenses, and reasonable attorney's fees incurred because of the legal action.
- e) If any portion of this Agreement is held illegal, unenforceable, void, or voidable by any Court, each of the remaining terms shall continue in full force as a separate agreement.
- f) Customer understands and acknowledges that BPI has invested a substantial amount of time and money in training its support/service representatives. Accordingly, Customer agrees not to attempt to hire, nor accept a request for employment from any support/service representative or other BPI employee for a period of one (1) year after the date any such BPI employee has last performed any services for customer. In the event Customer breaches the terms of this section, Customer shall be liable to BPI in an amount equal to the applicable employee's documented annual gross wages, including fringe benefits, for the most recent calendar year.
- g) Without the prior written consent of BPI, the Customer may not assign this Agreement. Any attempt by Customer to assign any of the right or obligations of this Agreement without such consent is void.
- h) Charges will be invoiced and paid in advance, based upon the payment plan specified. Customer agrees to pay liquidated damages for delinquent payment at one and one-half percent (1 ½ %) per month (but not exceeding the lawful rate) and agrees to pay for collection costs and attorney's fees incurred by BPI in collecting payment.
- i) The Customer agrees to pay amounts equal to any taxes resulting from this Agreement and any activities thereunder, exclusive of taxes based on BPI's net income.
- j) BPI need not perform any of its responsibilities or duties under the terms and conditions of this Agreement unless all charges and payments due have been made prior to the request for support by the Customer.
- k) If either party defaults in its obligations under this Agreement and the default continues for thirty (30) days after written notice thereof by the other party, this Agreement may be terminated by the other party without prejudice to any other remedy.
- l) If either party on any occasion fails to perform any term of the Agreement, and the other party does not enforce the term, the failure to enforce on the occasion will not prevent enforcement on any other occasion.
- m) This Agreement is made at Farmington Hills, Michigan.

IV. Service Description Schedule

BPI Information Systems is pleased to offer a customized package of high-value information technology Services for Client. While multiple components are available with the options described below, only those Services specified as "Included" in this Schedule are provided.

Help Desk (*Included as Standard Service*)

1. Provide level 1 telephone support including minor workstation operation troubleshooting, business application software support, computer resource scheduling information (e.g., network status, scheduled outages), status of problems, and recording of non-problem related service requests (moves, adds, changes, software installs, etc.). Track all problems to resolution and provide detail and summary problem reports.
2. Provide first line identification and documentation of third party software issues.
3. Provide Level 1, 2 & 3 support as outlined below.
4. Provide Help Desk management software.
5. Assign help desk tickets for all issues.

Level 1 Problem Resolution Process

Level 1 Help Desk staffs are responsible for the following tasks.

1. Opening problem call ticket.
2. Obtaining problem description.
3. Determining business impact.
4. Gathering contact information.
5. Validating problem and performing initial triage and setting of Severity Level
6. Problem resolution, if possible.
7. Routing of ticket to next level Help Desk as appropriate.

Level 2 Help Desk Resources

1. Validating problem and assigned Severity Level, and re-classifying as appropriate.
2. Resolving reported problem based on problem resolution documentation. Typically, requests resolved by Level 2 Help Desk include common problems or recurring problems.
3. Routing ticket to next level Help Desk for problems in which documentation does not exist, new or previously unknown problem is reported, or a higher level technical/coding problem exists.

Level 3 Help Desk Resources

1. Resolving application specific problems or requests for which Help Desk documentation does not exist.
2. Coordinate problem resolution of software applications with the third party software vendor.
3. Coordinate problem resolution with appropriate IT staff.

24x7 Help Desk

Provide 24x7 on call help desk addressing Level 1 and 2 support and on-site services if needed.

24x7 Help Desk Additional
Optional Service
Initial either
Accepted: _____
Declined: _____

Deskside Support Services (*Included as Standard Service*)

Provide desktop support, administration, problem diagnosis and repair of end-user equipment including workstations and printers in accordance with established service level agreement. BPI provides a single point of contact for users to ease communication and quality of service.

1. Problem diagnosis and repair for workstations and the associated configurations which are supported by the customer.
2. Report any software license and hardware violations or related issues to the customer.
3. Maintain current hardware physical inventory in centralized asset management database.
4. Perform backups prior to updating user equipment.
5. Test equipment prior to closing service ticket.

Business Application Software *(Included as Standard Service)*

1. Support and maintenance services for business application software used to operate and conduct its business activities.
2. Provide support for desktop office software.
3. Support internal and external e-mail systems.
4. Provide systems administration support of the financial software.
5. Work with application software vendors to install fixes, updates and new releases of their software.
6. Recommend changes to vendor application maintenance agreements.
7. Update Documentation to reflect maintenance and enhancement changes.

Documentation and Reporting *(Included as Standard Service)*

1. Create and make available service reports for completed work and open service tickets.
2. Document all projects with updated status reports as work is completed.
3. Develop and maintain documentation for standards and procedures in knowledgebase.
4. Maintain all documentation in accordance with change management procedures.
5. All documentation will be available in both printed and electronic form.
6. All documentation maintained in a central repository will be easily accessible by the customer and BPI.
7. Generate scheduled, ad-hoc, and other special reports as requested by the customer.
8. All technology assets will be documented in a central database and accessible to the customer.

Data Center *(Included as Standard Service)*

1. Maintain and monitor physical and virtual file servers.
2. Document all equipment and software with OEM warranty and support coverage.
3. Update the operating system, applications software and utility software.
4. Develop and update server standards for software versions and licensing.
5. Install and maintain enterprise wide Antivirus.
6. Allocate disk space, CPU cores and memory as needed.
7. Define and maintain user and object security within the operating system.
8. Configure network print services, patch management, group policies and other shared resources.
9. Monitor system operations and identify operational problems as they occur.
10. Correct system related problems and when necessary contact OEM vendors.
11. Shutdown and restart systems or applications as when required.

Network Services *(Included as Standard Service)*

1. Monitor and maintain Ethernet network components; routers, firewalls, switches and wireless devices
2. Document all equipment and software including OEM warranty and support coverage.
3. Create and update network diagrams.
4. Install and test software patches
5. Manage auditing of accounts, authentication, password resets, and account setup and removal.
6. Provide recommendations for network improvements and upgrades.
7. Document and follow the approved change management procedures.
8. Document test results when components are replaced.
9. Perform and report network utilization and errors analysis on request.
10. Administer and maintain the secure wireless infrastructure.
11. Serve as the main contact for third party vendor data services.
12. Report major outages to management according to established procedures and standard response times.
13. Investigate and review network capacity requirements.
14. Evaluate current bandwidth and bandwidth requirements to make recommendations and implement approved recommendations.
15. Maintain remote access for approved users and applications.

Systems Management *(Included as Standard Service)*

1. BPI will oversee asset management, license management, and third-party vendors.
2. Maintain a hardware inventory on an ongoing basis throughout the contract.
3. Register, verify, and maintain an inventory of hardware warranties.
4. Inventory, tag and record all equipment in asset management program.
5. Prepare reports and analyses of equipment, including performance concerns, cost savings suggestions, and new technology suggestions.



6. Identify all new computer equipment and record in inventory.
7. Maintain an inventory of all software licenses (operating systems and business systems), including warranty information and maintenance status.
8. Verify that all software is licensed and up-to-date and report discrepancies to the customer.
9. Perform detailed inventory of all software installed on customer equipment (desktops, laptops, other mobile, servers) on request.
10. Coordinate and monitor vendor contracts.

Network Security

1. Document enterprise network infrastructure and computer assets for security assessment.
2. Recommend, create and maintain security policies and procedures.
3. Provide qualitative or quantitative risk assessments.
4. Conduct periodic internal network vulnerability scans and external penetration tests.
5. Maintain user profiles and access levels for network and database systems.
6. Monitor and install necessary patches, virus updates and fixes to desktop and server software on a timely basis.
7. Establish strong password policies with minimum complexity standards and require changes at regular intervals.
8. Deploy reasonable, industry standard virus protection and updates.
9. Record and investigate any security breach and provide additional security protection to correct any security deficiencies identified by the customer or outside audit.
10. Notify customer of security breaches upon discovery.
11. Proactively recommend security procedures and execute security procedures upon customers approval as an additional service.
12. Create and maintain an access control list defining which users have access to which resources and the nature of the authorized access.
13. Investigate and correct infected equipment and/or programs.
14. Unless otherwise agreed to by BPI in writing Security breach remediation limited to 10 hours of system engineering time. All other system engineering Services connected with Security breach remediation will require an additional agreement between BPI and Customer.

Network Security Additional
Optional Service
Initial either
Accepted: _____
Declined: _____

Data Backup and System Recovery

1. Create and maintain documentation for the disaster recovery plan.
2. Inventory data and software to be included in disaster recovery plan.
3. Establish restore point intervals and return to operation requirements.
4. Design backup system and procedures meeting business requirements.
5. Recommend and assist in the purchase of backup technology from third party vendors.
6. Implement backup system as designed.
7. Perform local, off site and cloud backup as designed.
8. Manage the restore process to recover files, applications or completed systems within the capabilities of the disaster recovery system design.
9. Test and maintain the recovery systems to verify the backup process and restore procedures.
10. Manage the recovery and return to operation process in the event of a system outage.
11. Use best effort to restore service as expeditiously as possible.
12. A copy of recovery plans will be maintained by BPI on the customer management portal.
13. Unless otherwise agreed to by BPI in writing data backup and System Recovery is limited to 10 hours of system engineering time. All other system engineering services time connected with Data Backup and System Recovery will require an additional agreement between BPI and Customer.

Data Backup and System Recovery
Additional Optional Service
Initial either
Accepted: _____
Declined: _____

Technology Administration

1. Evaluate proposed IT projects to assess adequacy of existing hardware and recommend purchase of new equipment and software as required.
2. Establish company-wide standards for desktop and server hardware that is periodically evaluated as technology advances.
3. Periodically meet with customer to review performance under the terms of the contract.
4. Prepare technology Requests for Proposals and oversee bidding process.
5. Develop policies and procedures for performance of computer operations.
6. Act as the customers liaison with various telecommunication, cable, and Internet service providers in coordinating system connectivity issues.
7. Ensure that technology staff documents system management activities to aid in knowledge transfer.
8. Coordinate resolution of software related issues and software updates by working with the business application software vendors.
9. Recommend best practices to increase efficiencies and improve quality of services.
10. In conjunction with customer, implement and maintain the Strategic Information Technology Plan and implement the recommendations that are identified in the plan.
11. Advise customer when called upon to report on the condition and adequacy of the information systems and software and make recommendations for improvement.
12. Assist in the long-range strategic planning of infrastructure (i.e., LAN, WAN) and other technology needs for the customer.
13. Plan for and manage the deployment of major upgrades to the customers infrastructure including Microsoft Office upgrades, Windows operating system upgrades, database system upgrades, email system advancement/replacement and others.

Technology Administration
Additional
Optional Service
Initial either
Accepted: _____
Declined: _____

Telecommunications

1. Provide level one support as first contact for common VoIP phone issues.
2. Represent client to voice equipment vendors
3. Assist with telecom service selection and troubleshooting
4. Administer network changes required to host VoIP systems

Telecommunications
Optional Service
Initial either
Accepted: _____
Declined: _____

Cabling (*Included as Standard Service*)

Network data cable is provided on a time and materials basis. When moves, additions or changes are needed to the customer's cable system a written quote will be provided.

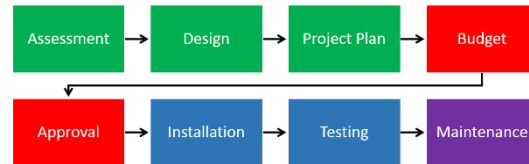
Supplementary Services

These services are offered outside of the core support agreement and only initiated when needed. Each is billed separately based on the work required to complete the specific tasks. Itemized quotes are provided at the time of service.

Project Management

BPI recognizes project management as a critical activity to the success of your enterprise systems. When system changes or equipment upgrades are planned, the BPI project manager opens a project charter with four key focuses:

- Manage the project life cycle
- Ensure appropriate communication
- Manage resources and stakeholders
- Maintain project documentation



First the project scope is clearly defined. By surveying users and gathering computer system specifications, a preliminary scope statement is produced. This is referred to as the "Project Charter" and used to refine the boundaries of the project. This gives us an outline of what the end goals are and what parameters can be used to measure the project's success.

As the project plan is developed, the project scope is further refined into individual tasks that can be tracked during the implementation phase. We then monitor and manage the work to make sure there are no variances from the original plan.

Before approval, the budget forecast is used to justify the project based on the defined scope and time schedule. As this project moves forward, users may request changes. By having a working project plan in place, any changes are properly addressed, and the project completed as planned.

Security Audit and Risk Assessment

An independent security audit provides greater assurance that your information systems meet your organizational requirements and regulatory compliance. The BPI security audit is based in the NIST and CompTIA standards and then right sized to cover the areas relevant to your systems.

The audit tasks are managed using the BPI project management system and independent auditors to verify a thorough review and documentation of the findings.

Popular areas covered include:

- | | |
|--|--------------------------------|
| • Defining the Desired State of Security | • Potential Monetary Impact |
| • Create Baselines | • Qualitative Risk Assessment |
| • Prioritize Vulnerabilities | • Quantitative Risk Assessment |
| • Mitigate Vulnerabilities | • Management Controls |
| • Penetration Testing | • Operational Controls |
| • Network Mapping | • Technical Controls |
| • Vulnerability Scanning | • Preventive Controls |
| • Password Analysis | • Detective Controls |
| • Policy and Procedure Review | • Corrective Controls |
| • Threats and Threat Likelihood | |

Equipment Replacement

Adding or replacing computers, servers and network equipment is managed in a well-orchestrated process provides greater assurance that new equipment is received and works as planned. The installation management and technical tasks can be standalone work orders or be part of a larger project.

For smaller or less complex installations, a work order is created that includes a detailed description of the work and materials involved. This is reviewed and approved before products are ordered and work is scheduled. Labor charges are also listed for review and approval.



B P I

Master Service Agreement

sample

V. Customer Equipment Listing

BPI Information Systems

Vendor Response Form

Vendors are to complete and return this form in Microsoft Excel format (.xls or .xlsx). Complete the table below and provide monthly pricing for each category of service. Also indicate whether each required item is included in your proposed scope of services and indicate and exceptions taken.

Overview

#	Item
1	Vendor Profile
2	General IT Support Comply/Exception Form
3	IT Infrastructure Comply/Exception Form
4	Cybersecurity Comply/Exception Form
5	IT Leadership Comply/Exception Form
6	Hosting Services Comply/Exception Form
7	Terms & Conditions
8	Price Response Form

Pricing Summary (3-Year)

#	Service Tower	NRC	MRC	Total Cost
1	General IT Support			158,760.00
2	IT Infrastructure			158,760.00
3	Cybersecurity			158,760.00
4	IT Leadership			158,760.00
5	Hosting Services			
3-Year Total (all service towers)				635,040.00

BPI Information Systems

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Vendor Profile

Profile	
Company name	BPI Information Systems
Company address	23399 Commerce Drive Suite B-7, Farmington Hills MI 48335
Contact name	James Blackburn
Phone number	248-357-3980 Ext. 105
E-mail address	jblackburn@bpiis.com
Fax number	248-356-2161
Year in which company was founded	1976
Is Company wholly owned? If not, state parent company	Privately owned corporation
State and gross sales of the company's last fiscal year	BPI Information Systems is a privately held corporation and the financial records are not disclosed in documents that can be made publicly available.
State the number of facilities located within a 50-mile radius of Owner and their locations	Two
State the location of the facility that will be responsible for this engagement.	23399 Commerce Drive Suite B-7, Farmington Hills MI 48335
Out of the above office, state the number of:	
Total employees	27
Business Management Staff	7
Data Center Technicians	5
Network Services Technicians	4
Application Software Technicians	zero
Help Desk Technicians	11
Subcontractors	
Name of subcontractor	there are no named subcontractors under this agreement
Have you worked with this subcontractor within the last 12 months?	n/a
Responsibilities include:	n/a
Provide three (3) customer references (including contact names and phone numbers) for similar work performed by each subcontractor you will use on this project:	
Reference #1	Shelby Township
Reference #2	City of Wixom
Reference #3	Macomb Township
References	
Reference #1	
Reference Name	Shelby Township
Reference Phone # and Contact Name	Richard Stathakis, Supervisor (586) 803-2064
Date of Contract	November 2012
Number of Users/Sites	12
Services Provided	Full time 24/7/365 systems support
Will your facility that served this customer be responsible for the proposed project?	yes
Reference #2	
Reference Name	City of Wixom
Reference Phone # and Contact Name	Steven Brown, City Manager (248) 624-0894
Date of Contract	July 2015
Number of Users/Sites	4
Services Provided	Full information systems management - Monday through Friday
Will your facility that served this customer be responsible for the proposed project?	yes
Reference #3	
Reference Name	Macomb Township

BPI Information Systems

Reference Phone # and Contact Name	Janet Dunn, Supervisor (586) 992-0710 ext. 2222
Date of Contract	December 2013
Number of Users/Sites	120 users over four sites
Services Provided	Full time 24/7/365 systems support
Will your facility that served this customer be responsible for the proposed project?	yes

General IT Support

	Comply	Key Comments
Incident Management		
Provide and utilize a software-as-a-service (SaaS) IT incident management (help desk) software solution to the City to support help desk service functions.	Yes	This service management application is ConnectWise.
Log and manage customer requests in a timely manner.	Yes	
Provide support according to established SLAs.	Yes	
Provide 24x7 help desk support as required for critical and high priority items.	Yes	This includes On-Call support and On-Site support 24/7/365
Facilitate problem resolution, executing initial troubleshooting procedures and routing incidents to applicable technicians for those issues not resolved by the help desk.	Yes	
Assess, assign and negotiate service request priority with customer as necessary.	Yes	
Proactively monitor requests and escalate customer issues when response time or resolution time exceeds the defined service level agreements.	Yes	
Develop and maintain standard problem resolution scripting to assist in first call incident resolution.	Yes	This is done through the ConnectWise knowledgebase
Develop and maintain a sufficiently detailed knowledgebase to aid service desk personnel in issue resolution.	Yes	
Develop and adhere to a mutually agreeable service desk process. The process should be comprehensive and account for issue escalation.	Yes	
Provide the access and training on how to use the service provider's ticket tracking system including, but not limited to, incident creation, incident tracking and reporting.	Yes	The service ticketing system is available to Madison Heights.
Resolve incidents to the requestor's satisfaction and track satisfaction using surveys in accordance with SLA requirements.	Yes	
Close incidents once a satisfactory resolution has been reached or an allotted time has been exceeded since incident resolution.	Yes	
Conduct root cause analysis on high-impact issues to recommend preventive measures to mitigate future risk bring issues to closure.	Yes	
Provide monthly status reports (open and closed service requests BY DEPARTMENT, issues, open ticket aging, problems and risks).	Yes	Reporting is available on a weekly, monthly annual and ad hoc bases.
End User Device Support		
Problem diagnosis, repair and configuration of workstations and other end user technologies.	Yes	
Provide support (i.e., "how to" functionality, requests, and known incidents) for supported end user hardware.	Yes	
Provide automated distribution services to deploy software and associated updates to end user hardware through the network; including software applications and virus updates.	Yes	Software tools currently provided include PDQ, Managed Engine, WSUS, Ninja and TeamViewer
Perform device backups prior to upgrading systems.	Yes	
Support the network and user technology (e.g., phones, printers, etc.) by facilitating coordination between the IT staff, managed print services vendor and internet service provider, in order to provide seamless support of devices and to meet user needs.	Yes	
Support and maintain general software applications (e.g., Microsoft Office, etc.)	Yes	
Provide troubleshooting for City multi-function devices. Coordinate issue resolution with managed print services vendor where necessary and appropriate.	Yes	
Provide troubleshooting for printers not covered under the managed print services vendor.	Yes	

General IT Support

	Comply	Key Comments
Provide a workstation patching solution for distributing application patches in a timely manner.	Yes	
Deploy, maintain and support anti-virus and anti-malware solutions on desktops and laptops.	Yes	
Provide on-site IT support on an as-needed basis.	Yes	Two FTE technicians will be on-site during business hours and on-call 24/7/365.
IT Asset Lifecycle Management		
Provide and utilize a Software-as-a-Service (SaaS) IT asset management software solution to the City to facilitate asset management service functions. Such solution should provide integration with the City's identity management (Active Directory) infrastructure.	Yes	Asset management is achieved using Microsoft Active Directory and ConnectWise Configurations then monitored using PDQ.
Provide and perform the enrollment of City-provided smartphones or tablets into an MDM solution.	Yes	Smart phone management (MDM) module will be added to Managed Engine.
Provide configuration of regularly scheduled automatic operating system updates for IT assets in accordance with their release by the operating system vendor.	Yes	
Implement patches for IT assets as necessary to implement new software fixes or patch security vulnerabilities.	Yes	
Prepare new devices with a standard operating system image and install all essential software packages.	Yes	
Provide tools to maintain operating system images and rapidly deploy operating systems for new deployments.	Yes	
Maintain a database of all City-purchased software licenses including license keys and associated licensing documentation.	Yes	
Provide on-going updates of software licensing information including, but not limited to, annual audits of licensed software to identify and remediate licensing conflicts.	Yes	
Track the procurement status of new IT assets.	Yes	
Securely recycle or dispose of organizational IT assets according to guidelines set forth by applicable compliance regulations and City policies.	Yes	
Manage requests to address asset related tasks (deploy, install, dispose) escalated through the incident management tool.	Yes	
Create and track incidents to rectify any discrepancies found in IT asset information and monitor the status of the request through to completion.	Yes	
Business Application Software		
Provide support for all desktop office automation software that may include the need to conduct periodic user training on these products.	Yes	
Design, redesign, install, implement and support internal and external e-mail systems.	Yes	
Provide on-going systems administration support of the financial and imaging applications including security administration, report development, installation of new application and operating environment releases (e.g., database updates, operating system updates, etc.) and other necessary support functions.	Yes	This includes supporting the operating environment and database engine as directed by the software vendor. Custom report writing normally is provided by the software vendor.
Work with end users.	Yes	
Recommend to City changes to vendor application maintenance agreements.	Yes	
Complete changes in compliance with Change Control Procedures.	Yes	
Problem resolution and support liaison for all applications, in accordance with the Problem Resolution Process developed pursuant to Help Desk Services.	Yes	

General IT Support

	Comply	Key Comments
Update Documentation to reflect maintenance and enhancement changes.	Yes	
New application terms are to be discussed with City Contract Administrator. Vendor and City to negotiate terms and targets.	Yes	
Monitor and assess database infrastructure environment performance and capacity.	Yes	
Web Services (Limited)		
Maintain relationship with the hosting vendor, departments, administration, and other City web users.	Yes	
Full compliance with Change Control Procedures.	Yes	

Cybersecurity

	Comply	Key Comments
Cybersecurity Support		
Create/update Access Control Lists defining which users have access to which resources and the nature of the authorized access. Perform semi-annual access control reviews.	Yes	
Verify that system passwords are up-to-date and properly assigned per established security procedures & policies.	Yes	
Monitor and install necessary virus updates and fixes to desktop and server software as necessary so as not to sacrifice the integrity of the City's computing environment.	Yes	
Monitor workstations, servers, email, etc. for viruses using commercially available detection and disabling devices. Verify that virus protection is properly deployed, and updates are implemented.	Yes	
Take all necessary precautions to prohibit unauthorized access to confidential or proprietary information.	Yes	
Use appropriate access control practices and technologies to identify and authenticate users with access to the City's data.	Yes	
Configure and support firewall rulesets to restrict/control access to City resources.	Yes	
Utilize, manage and monitor provided security system(s) (Firewall, IPS, IDS) to automatically enforce the City's security policies by monitoring IT environment to identify, detect and respond to unauthorized access or attempts to access resources illegally.	Yes	
Provide maintenance and support of City firewall components in accordance with generally accepted standards consisting of initiating diagnostics, dispatching a technician, or requesting replacement parts through the process of finalizing problem resolution and re-inventorying spare parts.	Yes	
Conduct routine security audits on all IT systems as required by the City.	Yes	Vulnerability scans and reporting are done monthly followed by an external annual security audit from a vendor chosen by the City.
Conduct routine vulnerability scanning of all infrastructure systems.	Yes	
Cooperate with routine security audits and assessments conducted by a third-party including active participation in discovery, debrief, and remediation efforts.	Yes	
Maintain appropriate physical security procedures for accessing IT resources.	Yes	
Monitor, maintain and administer Content Filtering as required by the City.	Yes	
Monitor, maintain and administer the email security (hygiene and virus) mechanisms.	Yes	
Monitor, maintain and administer all network security mechanisms.	Yes	
Maintain security access lists on network devices.	Yes	
Maintain passwords securely for network infrastructure devices and higher privileged accounts (Domain Admin & Administrator) e.g. encryption, password manager, MFA, frequent rotation/ strong length and complexity etc. based on industry best practices.	Yes	Administration passwords are stored in a secure password vault.
Maintain network infrastructure device logs through audits and verify that devices are only accessed by approved personnel.	Yes	Network logs will be monitored using an A.I. process that generate alerts and actionable tasks.
Participate in e-discovery activities in response to management requests.	Yes	This also includes FOIA requests.
Restrict/limit administrator access to devices as much as possible.	Yes	
Securely configure and maintain the network architecture e.g. VLANs, Access Control Lists, network segmentation etc.	Yes	

Cybersecurity

	Comply	Key Comments
Evaluate, recommend and implement appropriate disaster preparedness plans and procedures, perform back-up and off-site storage of data and software to maintain and ensure data integrity and retention including verification of backups and performance of restore tests.	Yes	
Coordinate support with Oakland County when they have staff availability for OakVideo, email, and other services provided by the County.	Yes	
Support the various Security Camera applications and video from Lorex, Night Owl, HIK Vision and QVR.	Yes	
Provide the City an executive summary of security operations on a regular basis e.g. weekly or monthly.	Yes	This is included in the Quarterly Business Review
Cybersecurity Leadership		
Proactively provide guidance for new Cybersecurity regulations and/or trends that may impact the operations of the City.	Yes	This is included in the Quarterly Business Review
Partner with the City in developing and updating a cybersecurity management framework (CMF) using a standard based on applicable cybersecurity frameworks.	Yes	
Work with the City and other service towers to implement and enforce cybersecurity management framework policies and controls.	Yes	
Lead incident response tabletop exercises of possible cybersecurity incidents	Yes	This is covered at the City's Risk Committee meeting as requested by the Chief of Police.
Assist and participate in communicating cybersecurity issues to City leadership.	Yes	
Work to reduce risk exposure to IT assets to acceptable levels defined by City leadership.	Yes	
Identify key decisions and accountability factors required to drive the cybersecurity program.	Yes	
Develop and maintain cybersecurity policies and verify compliance.	Yes	
Proactively recommend security procedures and execute security procedures upon approval.	Yes	
Define standards and collaborate with other service towers to control access to data and other networks, systems and applications according to the identity of the requesting party.	Yes	
Record and investigate any security breach and provide additional security protection to correct any security deficiencies identified.	Yes	This is addressed through the BPI Incident Response process.
When requested by authorized personnel, support and secure information/evidence (internal and external to the City) as needed	Yes	
Develop measurable metric to assess effectiveness of cybersecurity program.	Yes	
Support testing and remediation activities related to internal and external penetration testing performed by a City selected provider.	Yes	
Provide guidance in secure management of mobile devices (laptops, smartphones, tablets, etc.)	Yes	

IT Leadership		
	Comply	Key Comments
Overall Administration		
Assist in the management for all new and ongoing IT projects.	Yes	
Maintain a portfolio of IT projects and manage the portfolio on an ongoing basis and provide additional technical resources as appropriate.	Yes	The Project Portfolio is managed within the ConnectWise Project application. Project management resources are covered by this maintenance contract when replacing equipment and software.
Develop and maintain detailed projects plans for all proposed IT projects.	Yes	
Cooperate with City assigned representation to review proposed projects.	Yes	
Evaluate proposed IT projects to assess adequacy of existing hardware and recommend purchase of new equipment and software as required.	Yes	
Provide an executive-level review of performance over the previous quarter including any updates to the business and alignment to strategic initiatives.	Yes	
Review operational metrics, issues, projects, and priorities with executive leadership.	Yes	
Act as the City's liaison with various external vendors including but not limited to business application software, printers, telecommunication, cable, and Internet Service Providers to coordinate resolution of issues.	Yes	
Meet with the Deputy City Manager on a monthly basis to review performance under the terms of the contract.	Yes	
Meet with Deputy City Manager on a bi-weekly (or as needed) basis to discuss progress with plans, issues, and recommendations for action and to verify service levels and discuss issues and concerns.	Yes	
Plan and develop day-to-day policies and procedures to enhance successful performance of computer operations.	Yes	
Act as administrative contact between the City and the City's Internet Service Provider (ISP) to ensure accurate definition and maintenance of the City's domain names, servers and services on the Internet. Monitor ISP performance.	Yes	
Assist the City in establishing (as necessary) and utilizing information technology policies to promote the acquisition, use and cost-effective application of technology, and information security.	Yes	
Maintain a technology organizational structure that is responsive to City needs.	Yes	
Address relevant industry issues and make recommendations to implement technology changes when appropriate.	Yes	
Schedule and conduct periodic preventative maintenance on City equipment.	Yes	
Provide consultation to departments on technical requirements, resource requirements (including staff, funding, equipment and software), training requirements, recommended spending and work priorities and scheduling considerations for technology initiatives.	Yes	
Assess policies and procedures for purchasing information technology resources and recommend new practices based upon this assessment on an annual basis.	Yes	
Assist in the LEIN audit for Police Department & 43rd District Court and be a point of contact for CLEMIS answering and participating in security audit.	Yes	

BPI Information Systems

Propose solutions where technology can contribute to the realization of City's goals and initiatives.	Yes	
Provide lead direction and training to assigned staff; oversee and coordinate the work of other consultants for assigned projects.	Yes	
Read, understand, and implement the "IT Assessment and Strategic Plan" from 2014.	Yes	
Act as a liaison to coordinate, negotiate and monitor vendor contracts.	Yes	
Track software subscriptions.	Yes	Software contracts are tracked using the ConnectWise asset managed tool.
Verify receipt and completion of technology initiatives and technology related invoices. Vendor is expected to review and provide recommendations to the City for payment of such invoices	Yes	The procedure is that all packing slips are verified when receiving deliveries. Invoices are then matched with the packing slip and reconciled. The invoice is then noted as correct and given to finance for payment.
Review SLA performance and quality control initiatives with executive leadership and agree on areas of focus.	Yes	
Budgeting		
Develop budget in the format defined by City	Yes	
Prepare and revise selected vendor/City consolidated Technology operating and capital budgets.	Yes	
Participate in City operating and capital budgeting for external vendor budget items.	Yes	
Participate in capital budget needs identification.	Yes	
Monthly Financial Reporting including responding to auditor questions related to the City's financial audit.	Yes	
Analyze actual operating performance to budget identifying major variances.	Yes	
Apprise City Management of significant budget performance issues.	Yes	
Possible required attendance at budget hearings and all technological bid awards.	Yes	
Provide City with a description of all cost increases, to be documented and submitted to City no later than March 1st of each year to allow for City budget cycle.	Yes	
Reporting		
Provide information, assessments and reports on the same time, schedule and in the same format in place at the time of the transition. Further, the selected vendor shall provide high-level executive summaries of such reports upon the request of City.	Yes	
Generate scheduled, ad-hoc, and other special reports at the same volume and frequency as performed at the time of transition, unless otherwise agreed and/or modified by City in writing.	Yes	
Modify and create reports and report formats as directed by City and within the service level agreements.	Yes	
Provide monthly helpdesk status reports open and closed service requests (by department), issues, open ticket aging, problems, risks, backup sizes, and security posture.	Yes	Currently these reports are provided weekly and can be changed to a monthly report.
Provide reports reflecting the status of projects managed by the selected vendor including budgets, deliverables, resources, timelines, major risks and issues.	Yes	
Overall status meeting & report – monthly, quarterly and annually:	Yes	
Monthly & quarterly: Produce report documenting past activities and outlines planned activities for forthcoming month or quarterly.	Yes	
Annually: Produce report formally indicating selected vendor activities and accomplishments for the preceding year.	Yes	
Detailed Status Report – monthly:	Yes	

BPI Information Systems

Produce a report detailing progress to plans, pending issues, and recommendations for action. This report should be communicated to Deputy City Manager. The report should include:	Yes	
<i>Downtime reporting:</i> Including network and application downtime, identification of what was down and why it was down, length of time down, scheduled downtime, analysis and resolution of downtime, and financial analysis of downtime.	Yes	
<i>Turnaround time for changes/software fixes:</i> Including cause/resolution, number of changes/fixes per application, scheduled future changes (by quarter), nature of change/fix (scheduled / emergency). Vendor may need to coordinate with software vendors to acquire such information and/or reports as necessary.	Yes	
<i>Help Desk reporting (if selected):</i> Including number and type of request, time-to- resolve request by priority, analysis of data and recommendations for countermeasures to avoid future calls.	Yes	
<i>Asset Management and Protection:</i> Including all security standards, security breaches, and thefts.	Yes	
Personnel Report – quarterly:	Yes	
Produce a report within ten days after the end of each calendar quarter that lists the Selected Vendor personnel who provided services during each quarter, including a log of the hours worked by each and a description of the nature of work assigned.	Yes	
Report on IT related performance measures developed by the City working in conjunction with the selected vendor.	Yes	
Deliver other routine reports that the selected vendor is asked to generate at the request of the City.	Yes	
Provide additional reporting as indicated in individual sections.	Yes	
Technology Advancement		
Throughout the term of the Agreement, seek ways to increase the use of best practices to increase efficiencies, enhance the learning experience and expand services.	Yes	
In conjunction with City leadership, implement and maintain the Strategic Information Technology Plan and work with City management to implement the recommendations that are identified in the plan.	Yes	
Conduct periodic reviews and updates to the Plan to ensure that it remains consistent with City priorities.	Yes	
Advise appropriate City management staff when called upon to report on the condition and adequacy of the City's IT systems and software and to make recommendations for improvement to meet the City's future needs.	Yes	
Evaluate current City operations and recommend technology-based solutions to improve services in City functions and operations.	Yes	
Analyze data processing application needs and requests, evaluate alternative solutions and recommend appropriate software or hardware modifications and/or additions.	Yes	
Stay current on data processing trends, applications, technologies and best practices that may be applicable to improving the overall technology environment at the City.	Yes	

BPI Information Systems

Evaluate system and user equipment needs and estimate costs versus utility among alternative solutions including lease versus purchase options on all City hardware and peripheral equipment. Be proactive in communicating the timing of hardware and software upgrades that need to be performed.	Yes	
Assist in the long-range strategic planning of infrastructure (i.e., LAN, WAN) and other technology needs for the City. Be proactive in identifying the need and timing for required infrastructure upgrades.	Yes	
Plan for and manage the deployment of major upgrades to the City infrastructure including Microsoft Office upgrades, Windows operating system upgrades, database system upgrades, email system advancement/replacement and others. The expectation is the vendor will maintain overall accountability of such projects including circumstances where external vendors and/or parties are involved.	Yes	
Documentation		
Maintain current, and if necessary, create, documentation related to IT-related policies, procedures, standards, disaster recovery plan, network diagram, communication line inventories, budget status, user lists and hardware and software inventories.	Yes	
Recommend, create and maintain policies and procedures including security policies.	Yes	
Establish City-wide standards for desktop and server hardware that is periodically evaluated as technology advances.	Yes	
Develop, as needed, and maintain Documentation for standards and procedures:	Yes	
IT Standards and Procedures Manual shall be updated as needed and located in a common area within the Data Center.	Yes	
Technical and product standards updated as needed.	Yes	
Create and maintain a central repository of common documents containing a copy(s) of training course material provided by the selected vendor or third-party vendors, equipment inventories, application inventories, etc. as required.	Yes	
Maintain all Documentation in accordance with Change Control procedures.	Yes	
Maintain a set of documents containing a copy(s) of standard specifications.	Yes	
Maintain a set of documents containing a copy(s) of technical manuals delivered to the City or the selected vendor:	Yes	
Ensure any reproduction of Documentation is in compliance with all appropriate copyright agreements. Obtain owner permission to reproduce Documentation when necessary.	Yes	
All Documentation will be in printed form or, when available, in electronic format.	Yes	
All Documentation maintained in a central repository will be easily accessible by the IT staff.	Yes	
Sensitive documentation should be "securely" stored	Yes	
Access additions, deletions and modifications should be included in access controls and logging.	Yes	
Develop and maintain an inventory of all documentation.	Yes	

Hosting Services (Optional)

	Comply	Key Comments
Use enterprise-class hardware and software components.		
Be provided from a data center facility that meets the operational characteristics of a Tier III data center facility as defined by the Uptime Institute.		
Be provided from a data center facility and in a manner that is SOC compliant.		
Include all hardware, software, and service licensing for a fully functioning solution.		
Provide comprehensive monitoring and capacity management capabilities and services.		
Include managed backup and disaster recovery services.		
Allow for the scaling up or down of computing resources.		
Work collaboratively with the current service provider to migrate the workloads currently hosted by the current service provider to the new cloud environment.		
Hosting environment must have had a SOC 2 Type II audit within the last 12 months and have a clean auditor opinion (i.e., no compliance issues).		
Perform a discovery and scoping activity during negotiation of a contract and refine proposed costs accordingly.		

Contract Terms & Conditions

Title	Comply	Key Comments
General Conditions	Yes	
Bids	Yes	
Authorized Signatures	Yes	
Late Bids	Yes	
Withdrawal of bids prior to opening	Yes	
Withdrawal of bids after bid opening	Yes	
Bid Amounts	Yes	
Exceptions and/or Substitutions	Yes	
Alternates	Yes	
Descriptions	Yes	
Bid Alterations	Yes	
Tax Exempt Status	Yes	
Quantities	Yes	
Bid Award	Yes	
Best Value	Yes	
Silence of Specifications for Complete Units	Yes	
Addenda	Yes	
General Bid/Surety Requirements (if required)	Yes	
General Insurance Requirements	Yes	
Responsiveness	Yes	
Responsible Standing of Bidder	Yes	
Proprietary Data	Yes	
Design, Strength and Quality	Yes	
Age and Manufacture	Yes	
Delivery Location	Yes	
Delivery/Completion Schedule	Yes	
Delivery Charges	Yes	
Installation Charges	Yes	
Operating Instructions and Training	Yes	
Storage (If Applicable)	Yes	
Compliance to Federal, State, County, and Local laws	Yes	
Patents and Copyrights	Yes	
Samples, Demonstrations, and Testing	Yes	
Acceptability	Yes	
Purchase Orders	Yes	
Invoices	Yes	
Payments	Yes	
Contract Definition	Yes	
Contract Agreement	Yes	
Change Order	Yes	
Price Determination	Yes	
Termination for Default	Yes	
Transitional Period	Yes	
Invalid, Illegal, or Unenforceable Provisions	Yes	
Injuries or Damages Resulting from Negligence	Yes	
Warranty	Yes	
Sale, Assignment, or Transfer of Contract	Yes	

Price Response Form

#	Service Tower	NRC	MRC	Total Cost (NRC+12*MRC)
1	General IT Support			
	Year 1		\$ 4,300.00	\$ 51,600.00
	Year 2		\$ 4,410.00	\$ 52,920.00
	Year 3		\$ 4,520.00	\$ 54,240.00
	Miscellaneous (please specify)			
	3-Year Total Cost			\$ 158,760.00
	Year 4 (City option for renewal)		\$ 4,630.00	\$ 55,560.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 4 (based on Escalator)			
	Year 5 (City option for renewal)		\$ 4,750.00	\$ 57,000.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 5 (based on Escalator)			
2	IT Infrastructure			
	Year 1		\$ 4,300.00	\$ 51,600.00
	Year 2		\$ 4,410.00	\$ 52,920.00
	Year 3		\$ 4,520.00	\$ 54,240.00
	Miscellaneous (please specify)			
	3-Year Total Cost			\$ 158,760.00
	Year 4 (City option for renewal)		\$ 4,630.00	\$ 55,560.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 4 (based on Escalator)			
	Year 5 (City option for renewal)		\$ 4,750.00	\$ 57,000.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 5 (based on Escalator)			
3	Cybersecurity			
	Year 1		\$ 4,300.00	\$ 51,600.00
	Year 2		\$ 4,410.00	\$ 52,920.00
	Year 3		\$ 4,520.00	\$ 54,240.00
	Miscellaneous (please specify)			
	3-Year Total Cost			\$ 158,760.00
	Year 4 (City option for renewal)		\$ 4,630.00	\$ 55,560.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 4 (based on Escalator)			
	Year 5 (City option for renewal)		\$ 4,750.00	\$ 57,000.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 5 (based on Escalator)			
4	IT Leadership			
	Year 1		\$ 4,300.00	\$ 51,600.00
	Year 2		\$ 4,410.00	\$ 52,920.00
	Year 3		\$ 4,520.00	\$ 54,240.00
	Miscellaneous (please specify)			
	3-Year Total Cost			\$ 158,760.00
	Year 4 (City option for renewal)		\$ 4,630.00	\$ 55,560.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 4 (based on Escalator)			
	Year 5 (City option for renewal)		\$ 4,750.00	\$ 57,000.00
	Escalator Rate (%)	2.5%		
	Total Cost for Year 5 (based on Escalator)			
5	Hosting Services			
	Year 1			
	Year 2			
	Year 3			
	Miscellaneous (please specify)			
	3-Year Total Cost			
	Year 4 (City option for renewal)			
	Escalator Rate (%)			

Price Response Form

#	Service Tower	NRC	MRC	Total Cost (NRC+12*MRC)
	Total Cost for Year 4 (based on Escalator)			
	Year 5 (City option for renewal)			
	Escalator Rate (%)			
	Total Cost for Year 5 (based on Escalator)			