Managed IT Services Proposal Prepared for
City of Oelwein

Proposal submitted by:

Business IT Services
RSPN.com

200 State St., Ste. 202-T, Cedar Falls, IA 50613

800-830-0112

Dylan Mulfinger
City Administrator
20 2nd Ave. SW
Oelwein, Iowa 50662

Dear Mr. Mulfinger,

Thank you for the opportunity to submit our proposal for Managed IT Services to be provided to the City of Oelwein, Iowa. We are excited about the prospect of serving your team.

I have carefully reviewed your RFP and provided answers to all questions. We also conducted a thorough assessment of your IT environment.

From these efforts, we have developed a plan that will allow your city to continue its effort to move more resources to the cloud while relying less on locally hosted resources. This plan will enhance the productivity of your staff while improving your overall IT security, support, and consulting services.

Microsoft 365 Business Premium

Microsoft 365 Business Premium includes Exchange Online and the popular Office applications like Word, Excel, PowerPoint, and many others. It also includes Microsoft Teams and cloud file storage in OneDrive.

Microsoft 365 Business Premium also includes some of the most advanced IT security products available today. Included products are created to secure the Microsoft 365 environment while improving security on your local network and email accounts. All of this is included in a monthly subscription per user.

This proposal assumes the change from current Microsoft 365 subscriptions and G-Suite plans to Microsoft 365 Business Premium for all users. With the effort to continue to move resources to the cloud, committing to a more comprehensive Microsoft 365 plan will position the city to eventually become completely cloud-based.

OneDrive Cloud Storage

Each Microsoft 365 Business Premium Subscription includes 1TB of storage space in Microsoft OneDrive. The storage may be combined for use across your entire organization. For instance, if you have 20 users with a Microsoft 365 Business Premium subscription, your organization has 20 TB of storage space to use as needed.

Many organizations are utilizing these products to replace local file storage and reduce or eliminate the need for replacing aging server hardware. This could represent a major reduction in future capital expenditure for server hardware for the city.

Security

Microsoft 365 Business Premium includes many security features that are highly regarded in the cybersecurity community. For instance, Microsoft's Endpoint Protection solution is considered among the best and is included with the Microsoft 365 Business Premium subscription.

Below is a rating scale from Gartner who is considered the gold standard for evaluating IT products. Vendors listed in the upper right quadrant are offering the best solutions right now.
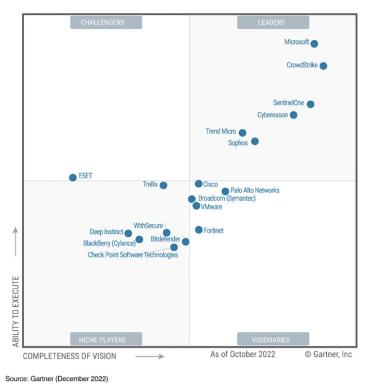
Figure 1: Magic Quadrant for Endpoint Protection Platforms

CHALLENGERS   LEADERS

Microsoft
CrowdStrike
SentinelOne
Cybereason
Trend Micro
Sophos
ESET
Trellix
Cisco
Palo Alto Networks
Broadcom (Symantec)
VMware
WithSecure
Deep Instinct
Bitdefender
BlackBerry (Cylance)
Check Point Software Technologies
Fortinet

ABILITY TO EXECUTE

NICHE PLAYERS   VISIONARIES

COMPLETENESS OF VISION   As of October 2022   © Gartner, Inc

Source: Gartner (December 2022)

Microsoft Secure Score

Microsoft has established a set of guidelines / best practices for securing Microsoft 365 accounts. They provide a rating called a Secure Score for every organization subscribed to Microsoft 365. RSPN completes a project to review and makes necessary adjustments to maximize the security of Microsoft 365 for all our clients. We do not charge extra for this project. We have recently even seen many insurance companies asking for the Microsoft secure score before issuing cyber insurance coverage.

Additional Security

RSPN will is also including a service called Managed SOC (Security Operations Center). We have contracted with a US-based cybersecurity firm to assist in threat detection and prevention for our clients. This service takes your security to a new level with a team of cybersecurity experts monitoring

your systems for alerts of potential threats 24/7/365. They evaluate any alerts to determine the validity of the threat and work with our team to resolve any discovered issues.

Fully Managed IT Services

Your Fully Managed plan includes everything you need to secure, maintain, and operate your IT systems, all built into your budget-friendly monthly payment. We will provide you with new Cisco Meraki firewalls, a backup and disaster recover system that detects ransomware threats before they can reach your backups, and complete remote and onsite support of your IT systems for your staff.

Unfortunately, a common practice in the IT Services industry is to have many different contracts and individual billing for many different products and services. It is designed to confuse the client and make it difficult to change providers. We believe the relationship between our client and us should be simple, trusted, and transparent. Your plan with RSPN includes everything you need to keep your IT environment secure and operating at maximum efficiency so you can focus on your organizational mission.

RSPN is responsible for your data

Your organization relies on quick, easy, and secure access to your business data. Without it, providing services to your city becomes very difficult if not impossible. That's why we take responsibility for your data and your access to it.

For example, your plan includes a complete Backup and Disaster Recovery (BDR) solution. We provide you with the equipment, the licensing, and full support of the system. If a backup fails, we are alerted of the problem and correct it. If you suffer a disaster of some sort and lose local data, we are responsible for getting it back and functioning properly for you. There are no additional labor costs to you for disaster recovery.

This service provides back-up of your critical systems to a local appliance for each server host and redundant backup to the cloud. Our BDR service features a 24-hour Service Level Agreement (SLA). This means that your systems will be back up and running in the cloud within 24 hours if you suffer a physical loss of your local servers.

We also backup your Microsoft 365 data. If you accidentally delete an important email or file, we recover it from your backup for you. Additionally, OneDrive provides the ability to sync specific folders on a PC. This serves as a backup of local data stored in the Documents folder or on the Desktop.

What is not included in your Fully Managed plan?

Your plan is designed to eliminate confusing billing while being as complete and comprehensive as possible. However, there are some things that fall outside of your agreement with RSPN. New equipment costs (computers, servers, switches, etc.) are available from RSPN at competitive prices, but are not included in your Fully Managed plan.

Labor for project work such as installing new equipment or configuring a new computer are also additional.

It should be noted that we intend to leave any existing WiFi access points in place until the need arises to replace them. Licensing for these is not included in our proposal.

The good news is that we provide a discounted labor rate for our Fully Managed clients. Currently our standard labor rate is $150 per hour. Our managed clients receive a 10% discount off that rate. We also do not charge different rates based on the experience of our technical team or have upcharges for after-hours labor.

Lastly, you will never get a surprise bill for work completed by RSPN. If we provide services that fall outside of your Fully Managed agreement, we will let you know and obtain your authorization before we begin any work.

Expertise

RSPN was formed in early February 2019 by Mike Place and Mark Stewart. Both are long-established area IT experts who are actively involved in the day-to-day support of our clients. You simply will not find an IT partner with more capable and knowledgeable hands-on leadership in Eastern Iowa.

Summary

The following pages outline your Fully Managed IT Services plan with all that is included and associated costs. We invite any questions that you have so that we may clarify our offer before you decide on your new business partner.

Of course, we believe that we are the best Managed IT Services partner for your city. If we did not, you would not likely choose us. But don't take our word for it. Please feel free to contact our references, provided on a later page, to learn their opinion of RSPN.

Thank you for the opportunity!

Dave W. Hansen
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RSPN
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rspn.com

RSPN Fully Managed IT Services Program - $4,475 / mo.

36 month term plus $5,975 one-time initial transition services fee includes G-Suite Migration Project to Microsoft 365

RSPN Fully Managed IT Services plan includes:

- Remote and on-site technical desktop, server and infrastructure support labor

- 24/7 Active Monitoring of IT systems (Computers, Servers, Power, Internet Connection and More)

- Regular Automated Patching and Updates on all covered computers and servers
  - Servers weekly, Computers monthly

- (4) Cisco Meraki Firewall Appliances, Advanced Security Licenses, plus Management and Support provided by RSPN - (City Hall, Police Department, Utility Building, Wastewater)

- Managed SOC (Security Operations Center) - Threat Detection on Firewalls, Servers, Computers, and Microsoft 365 accounts

- Secure VPN with Multi-Factor Authentication / Single Sign-On with Microsoft 365 Entra

- Managed Backup and Disaster Recovery System - Includes 2 appliances, licenses and cloud storage.
  - ◊ Designed for rapid recovery of systems and data from local appliance or cloud - 24 hour SLA
  - ◊ Disaster recovery services included at no additional cost

- Managed Backup and Recovery Services for Microsoft 365 Data - Outlook and OneDrive

- Employee Security Awareness Training (Monthly) and Phish Testing (Quarterly)

- Active Directory and Group Policy Management

- Technical Consulting Services and Asset Lifecycle Management

- 10% Discount on Standard Labor Rate - Applies to projects and other labor not covered by this plan
  - ◊ Current standard labor rate is $150 per hour (You'll get 10% off of the standard rate)

- Competitively priced hardware procurement (HP, Dell, Meraki, Ruckus, Microsoft Surface and more)

- Key contacts are provided with the personal cell phone number of our owners for emergency needs

- No added fees or increased rates are charged for after-hours and / or emergency services

Microsoft 365 Business Premium

This proposal assumes that all users will have a Microsoft 365 Business Premium subscription.

Microsoft 365 Business Premium provides several needed security features in addition to a suite of Microsoft Office products including:

- **Microsoft Defender for Business** - Gartner's top-rated endpoint protection (anti-virus, endpoint threat detection and response)
- **Multi-factor Authentication** - A simple and secure system for protecting your Microsoft 365 accounts from unauthorized access
- **Microsoft Azure Information Protection** - Provides email encryption capability for securely sending emails containing confidential or sensitive information
- **Microsoft Defender for Office 365** - Email filtering, sandbox and security
- **Microsoft Hosted Exchange Email -** Email, calendar, contacts, etc.
- **Microsoft Office Applications -** Outlook, Word, Excel, PowerPoint, Publisher, etc.
- **Microsoft Teams -** Featuring Chat, File Sharing, Video Conferencing, Calling within your organization, Task planning and assignment, and much more.
- **OneDrive -** 1 TB of storage included per subscription (Data can be pooled)
- **InTune and Auto Pilot** - Role-based deployment of new PCs (Reduces technical labor costs significantly)
- **Microsoft Entra** (formerly Azure Active Directory) - Secure Access Management
- **Mobile Device Management** - Provides location services for lost or stolen mobile devices. Devices containing business data (email, for instance) may be remotely wiped if device cannot be recovered. Also offers the ability to only delete business data on personal cell phones used for business.

Technology Roadmap

RSPN has a plan to continue the City of Oelwein's effort to move more IT resources to the cloud. This plan begins with embracing Microsoft 365 Business Premium subscriptions. This is a comprehensive plan that includes all the usual Microsoft Office applications (Word, Excel, PowerPoint, etc.) while adding many enterprise-level security solutions and productivity features. Many RSPN clients, including three cities that we support, have made this move. While this process will take time, ultimately, the city will end up with a more secure, better managed business IT environment.

Additional Information:

- Microsoft 365 Business Premium subscriptions are $264 / year (annual commitment) or $26.40 per month (monthly commitment)
- RSPN procures the necessary subscriptions and bills client
- RSPN provides user management support with the Fully Managed plan
  - Includes setting up shared mailboxes and other available features in Microsoft 365
- RSPN uses the same Microsoft 365 reseller as Creative Planning (Formerly BerganKDV). This will make the change to RSPN for your Microsoft 365 subscriptions as seamless as possible.

Plan is for a 36 month term. RSPN reviews rates annually and client has the right to cancel plan if more than a 5% increase is proposed.

Thank you for considering RSPN. Please contact Dave Hansen at dave.hansen@rspn.com or 319-449-1240 with any questions.

RSPN References

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7.1 Corporate Information

1. RSPN is focused on being the best option in our market for locally based IT services. While many IT companies in our area have gone through mergers and acquisitions with outside companies, RSPN has grown organically by developing new relationships in Eastern Iowa. Our focus remains on being the best option for small to medium businesses in and around our Cedar Falls Headquarters.

    RSPN employs a completely remote workforce. We began that way when we started the business in January 2019. When COVID hit, the decision was made to keep our structure and reduce the overhead of having a large office. This has also resulted in the benefit of having technicians often closer to our clients when on-site work is needed.

    We provide a comprehensive Managed IT Services plan that allows our clients to stay focused on their business while RSPN handles IT support, planning, and security. Our owners are active in the day-to-day operations of the business and provide a wealth of knowledge and experience.

2. RSPN began operations in January 2019 and has steadily added clients each year since then. We have worked to grow at a pace that allows us to add staff as we add clients. While we are still a relatively small company, we continue to add new clients each year at a manageable pace. Our revenue for 2023 will exceed $1.5 million and we currently serve around 40 clients.

3. We have a small office in Cedar Falls. However, it is only there to provide a physical address for vendors that require it. Our entire staff works from home.

4. RSPN currently employs eight people. Our two owners are active in the day-to-day technical and operations side of our business. We have four System Administrators and one Director of Sales that handles Account Management. Our eighth employee handles accounts payables and receivables.

5. All staff are full-time employees of RSPN.

6. There are two primary competitive advantages for RSPN in our market:
    a. Our owners and Director of Sales each have many years of experience in technology services for business. All are active in the day-to-day operation, and all provide direct support and service to our clients. The collective expertise that is readily available to our clients is unmatched in the area.
    b. While our intention has always been to provide fast, reliable, and efficient support services, our clients tell us we perform better than what they have experienced in the past with other vendors.

7. We do provide several solutions that are purchased from third party vendors. However, RSPN will always be your direct contact for anything that we provide. We select vendors based in large part on their ability to support us when needed.

   Here are the third-party vendors and solutions that are commonly part of our Fully Managed plans:

   - Unitrends – Backup and Disaster Recovery – RSPN provides initial support for this system with the manufacturer's support included with our contracts with Unitrends. Unitrends assists with testing back-ups and recovery services when needed.
   - Managed SOC (Security Operations Center) – RSPN has contracted with a US-based Cybersecurity firm to provide 24/7/365 monitoring for suspicious activity on a client's network. This company alerts RSPN to any discovered threats and provides a roadmap to resolve the issue. They also provide support for any issues that we are not able to resolve.
   - Microsoft 365 – Microsoft provides help desk services for Microsoft 365 products that are implemented at all of our clients. Again, RSPN provides direct support to our clients, but has the support of Microsoft for escalated issues.
   - Cisco Meraki – RSPN provides Cisco Meraki firewalls to our clients as part of our Fully Managed program. Again, RSPN provides initial support for firewalls, WiFi, and other related products. Cisco Meraki offers support for escalated needs as part of their license agreement.
   - Kaseya VSA – This is our RMM (Remote Monitoring and Management) tool. It is used for many tasks involved in RSPN providing support to your network and users. We again have support from Kaseya as needed.
   - Duo – This is a multi-factor authentication tool for VPN users. It is provided for clients that need that level of security for remote connectivity.

8. RSPN has helped several of our clients to transition to partial or even completely cloud-based technologies. Many have migrated from local shared storage to a complete cloud solution. We also no longer support locally hosted email. It is widely recognized that a locally hosted Microsoft Exchange server is a major security issue. RSPN operates its business in a completely cloud-based business network.

9. We have included a list of references for clients of RSPN. We currently provide Fully Managed IT Services to four cities, however, none are quite the same in size and scope as the City of Oelwein.

   We do have other clients who are similar in terms of number of users and IT assets supported.

7.2 Proposed Approach and Solution

1. RSPN has developed a comprehensive Transition Services process for new Fully Managed clients. This process includes over 100 steps which are handled by the appropriate members of our team. The entire transition process can take a month or two to complete depending on the complexity of the services needed. Below is a high-level outline of that process.

   a. Information and documentation collection
      i. Obtain list of users, email addresses, key contacts, vendor information, tax forms, letters of agency, certificate of insurance, etc.
   b. Initial Transition Project Development
      i. Create a detailed project plan based on the findings of the network assessment.
      ii. Review project plan with client
   c. Client kick-off meeting
      i. Introduce RSPN to client staff
      ii. Explain how to get support from RSPN
      iii. Review what to expect during Transition phase
   d. Deploy RSPN support tools
      i. Remote Monitoring and Management tools
      ii. Anti-virus
      iii. Managed SOC agent
   e. Deploy Backup and Disaster Recovery (BDR) System
      i. Install backup appliance
      ii. Connect to cloud backup service
      iii. Begin running regular backups and confirm success
   f. Implement Microsoft 365 Business Premium subscription for all users
      i. Review project with client
      ii. Move current licenses to Microsoft vendor (RSPN uses the same vendor as Creative Planning (Pax8))
      iii. Upgrade current Microsoft 365 subscriptions to Business Premium
      iv. Order additional Microsoft 365 Business Premium licenses for current G-Suite users
      v. Migrate G-Suite data to Microsoft 365 environment
      vi. Sync computers to OneDrive for local data back-up
      vii. Deploy cloud-to-cloud backup service
   g. Install Cisco Meraki firewalls at client location(s)
      i. Set-up point-to-point VPN as needed
      ii. Set-up VPN for users needing remote access
   h. Schedule initial planning session

        i. Discuss immediate needs

       ii. Determine IT planning and budgeting process

      iii. Agree on objectives for year one of our partnership

2. Resources required:
   a. We'll need a thorough set of documents such as software vendor contracts, internet service provider information, telephone service provider information, staff lists, property insurance certificate of insurance, etc. These needs are usually provided by one staff member with access to those documents.
   b. Working with one or two designated staff members throughout the process is helpful. They would be responsible for determining the appropriate timing for implementation of various stages of the process to minimize disruption to the organization.
   c. Assigning city staff members to be designated approvers is needed for ongoing support requests from users. This is used as a system of checks and balances so RSPN technical staff does not complete any changes without proper authorization (e.g. installing software, providing access to secured data, etc.).
   d. RSPN will need to be given administrator level access to all IT systems.

3. Our team:
   a. Partners – Mark Stewart and Mike Place
      i. Mark and Mike are directly involved in the day-to-day operations of RSPN. This includes working with clients on planning IT strategy, budgeting, security, and other technology needs that requires expert level experience. They also provide assistance to our technical team on escalate issues, help plan and implement projects, and even cover help desk support needs when necessary.

   b. Technical team – Chris Belk, Tyler Ramirez, Darian Morgan, and Jordan Blankenship.
      i. Our team of System Administrators will provide direct technical support to you and your team. They handle day-to-day help desk tickets and well as completing projects such as deploying new equipment, upgrading servers, or implementing other new technology solutions.

   c. Account Manager (Director of Sales) – Dave Hansen
      i. Dave handles all sales, marketing, and account management for our RSPN clients. He is available to provide recommendations and pricing for equipment upgrades such as new computers or other IT needs for your organization. Even if RSPN cannot provide the

           technology equipment your business needs, he will offer suggestions for where to find what you need.

      ii. Dave is often joined by Mark and / or Mike when designing and quoting IT infrastructure upgrades.

  d. Kris Stewart – Kris handles AP / AR for RSPN and helps our clients with billing questions or other accounting related needs.

4. Value-added services:
   a. Technology Roadmap
      i. RSPN provides a monthly asset lifecycle report to assist in planning and budgeting for future IT needs like computer refreshes.
      ii. RSPN brings a wealth of experience and will provide consulting for our clients to work towards a more secure, efficient, and financially responsible approach to IT.
      iii. We provide our clients with "an expert at the table" when considering technology changes and advancements in their business.
   b. Working in a CJIS compliant environment
      i. We currently serve four cities including law enforcement departments. We also have many other clients who must adhere to IT security and compliance standards to protect sensitive data.
      ii. RSPN staff will complete any needed certification training to comply with CJIS.
   c. Solution Design
      i. Mark, Mike and Dave each have many years of experience working in business technology and IT. We draw from that experience to assist our clients in designing and implementing technology solutions that best meet the needs of their business.
   d. Network and email system monitoring
      i. Our team implements a monitoring system that is designed to keep us in front of potential problems. Our systems monitor everything from simple background services, disk errors, successful / failed back-ups, domain expirations, suspicious activity, and more. The goal is to constantly address issues before they create disruptions to your team.
   e. Remote backup
      i. The BDR (backup and disaster recovery) system we provide our clients includes a local backup appliance designed for rapid recovery of lost or deleted data. It also includes a redundant cloud backup for recovery if there is a loss to local equipment. Our system allows for servers to be deployed in the cloud within 24

hours of a disaster that destroys local servers and the backup appliance.

    ii. The system also includes a ransomware detection feature that prevents ransomware from reaching the backup systems.

    iii. This is one of the most comprehensive BDR systems available.

f. On-demand Technology Training

    i. RSPN provides security awareness training and phish testing for our clients. This is a requirement of most data security standards including CJIS.

    ii. RSPN can assist in other types of training including in-person staff security training. We have even given presentations for client conferences in the past.

    iii. Specific product or application training depends on the product and our experience with it.

g. Managed Cyber Security

    i. Our Fully Managed Plan provides a comprehensive cyber security strategy designed to protect our clients' data. We believe security should be part of the plan for IT management, so we have many security strategies and products built-in to our Fully Managed Plan.

    ii. We advise our clients on ways to enhance their security with systems like Microsoft 365 Business Premium and the security features included with that subscription.

h. Procurement management

    i. RSPN provides competitive pricing for IT equipment like desktop and laptop computers, IT infrastructure systems like servers and switches, among many other IT related equipment. If we do not offer certain products needs by your organization, we will assist you in finding a vendor who does.

i. Technical support, including remote user support

    i. Our technical support is fast, reliable, and local. We perform most of technical support remotely, so as long as the user has internet access, we can provide support.

j. Reporting and communication

    i. We have advanced reporting capabilities to meet each client's specific needs.

        1. All clients receive monthly asset lifecycle and security awareness training reports.

        2. Additional reports are required by some clients to meet specific requirements of their industry.

    ii. Communication is the key to a strong ongoing relationship for both RSPN and our clients. These are partnerships that we worked hard

to obtain, so we make great efforts to keep the lines of communication open with our clients. Some clients have found value in regularly scheduled meetings to communicate as we work through the projects or even initial activities as our relationship begins.

k. IT policy review and development
   i. RSPN has assisted many clients in establishing or refining the IT policies of the organization. While some of this work is obvious, each client may have unique and specific policy needs. Our experience working in a variety of business types will be valuable when considering policy creation for your business.
   ii. Policy drives strategy in IT security. RSPN has assisted clients in meeting compliance standards, including deep dives into IT and data security policy review.

l. Implementation planning and guidance.
   i. Project work performed by RSPN follows a specific project plan including the submission of a Change Control Request (CCR). This is a document that defines the steps of any critical system changes along with contingency steps should unforeseen issues arise during the project.
   ii. For technologies managed by other vendors, specific software implementations for instance, RSPN provides network support to the vendor responsible for installing their solution.

m. PC deployment
   i. RSPN charges a flat rate of $405 for new PC configuration and deployment. However, we are recommending a move to Microsoft 365 Business Premium. One of the benefits of this subscription is the inclusion of Intune and Auto Pilot. Auto Pilot offers role-based deployment of new PCs. This technology automates much of the new device set-up process. At a point in time, we would be able to implement this process and reduce the deployment price to $150 per device.

n. On-site implementation of business applications.
   i. Our proposal requires a move to Microsoft 365 Business Premium. This includes the Office applications like Word, Excel, PowerPoint, etc. RSPN will install this software suite on all PCs as part of your Transition Services project.
   ii. Specific line-of-business applications are generally best implemented by the support staff from the software vendor with RSPN assisting as needed.

o. Asset inventory management

        i. Our clients are provided with a monthly asset lifecycle report. This report provides a high-level view of computers and other network equipment. It provides warranty information and equipment age when that information is available. We have found that it is very useful to plan replacements of computers based on age more than any other factor.

       ii. Clients who have the most success with a lifecycle plan keep an inventory of equipment as it is deployed. This can help with computer names, users assigned, etc. Using this information with the lifecycle report works well to reduce the instance of having equipment fail and rushing to attempt to get new equipment in operation.

    p. Software licensing control

       i. With the implementation of cloud-hosted, subscription-based applications, much of the headache of licensing goes away. Microsoft 365 is provided on a subscription basis rather than a device license. While this is not designed to be a direct cost savings, it does provide many other benefits.

          1. A user has a subscription that can be used to install and run applications across many devices. For example, some users have a desktop PC, a laptop PC and a mobile device like a cell phone. That user may access all of the software applications from any of those devices without needing a license for each one.

          2. Subscription-based software receives updates automatically. Many updates to software are related to security issues that have been discovered with the application. It is very common for device licensed software to contain many security vulnerabilities because it does not get updated.

       ii. RSPN also monitors operating system software for PCs and Windows servers. We will apply updates to those systems on a regularly scheduled basis. When an operating system is scheduled to reach end-of-support, we work with our clients on a plan to upgrade the version before it becomes a security risk.

5. RSPN supports many clients that rely on servers.

    a. We have extensive experience and expertise supporting networks with virtual environments using VMWare.

    b. We have completed many successful network infrastructure upgrades including deploying server hosts and multiple virtual servers.

    c. While we are assisting many of our clients to reduce the reliance on local servers and move services to the cloud, there are still many who need to

have local servers. Not all software applications offer cloud alternatives so we expect to continue to support servers for many years.

6. One example of a client that has transformed their technology strategy is Locke Funeral Services in Waterloo. When RSPN began working with them, they had the desire to take advantage of more cloud-based technologies. They also had a new facility that they were building and needed a well-designed plan to implement the appropriate technology in that location.
    a. Locke has four funeral homes and they all needed to be connected back to their headquarters. Their new facility was going to become their headquarters, so RSPN helped them redesign how all locations would connect.
    b. RSPN also completed a project that migrated their shared file storage from a local server into Microsoft OneDrive. This reduced the cost of storage needed on new server they were installing at their new location. They already had Microsoft 365 subscriptions that included a lot of storage in OneDrive. This allowed them to utilize that storage without adding cost.
    c. RSPN also designed their entire network infrastructure from the ground up. New firewalls, new network switches, new wireless access points, new servers, and much more.
    d. We assisted them in finding an internet service provider that offered a private fiber connection so they could have fast reliable service to their new building.
    e. The end result is an expertly designed and managed, in-house data center that houses not only IT equipment, but AV equipment for conducting funeral services with audio and video. The Locke at Tower Park funeral home is state-of-the-art and accommodates the changing demands for funeral services. The technology that went into this facility is impressive. As Eric Locke states, "RSPN made our wildest dreams become IT reality."

7. RSPN is not designed to make a living selling IT hardware.
    a. Equipment is essentially a commodity, and our volume could never be enough to survive selling hardware alone.
    b. We are successful when we build long relationships with our clients and help them have success in their business. Keeping our equipment pricing competitive is an important part of building trust and keeping our relationships strong.
    c. We will do our best providing competitive pricing for computers and other IT equipment. However, we are not offended if our clients choose to shop for new computers elsewhere. There are good deals to be found online. We only ask that our clients show us what they intend to purchase so we

can ensure that they are getting what they need and not something that will cause problems on a business network (Windows Home for example).

7.3 Support

1. Getting support from RSPN available by either emailing support@rspn.com or calling 800-830-0112 and selecting option 1.
   a. Sending an email automatically creates a support ticket.
   b. When you call during the hours of 7:00 a.m. to 5:00 p.m., your call will ring to our technical support team. If your call is not answered, leaving a voice mail will also create a ticket and your message recording will be transcribed and an audio file attached.
   c. We have a team of four Network Administrators along with the partners in our business, Mike Place and Mark Stewart. Mark and Mike provide escalated support for our Network Administrators. Experience of our team ranges from 3 years to over 20 years, excluding our partners who have been in technical IT roles for over 30 years each.
   d. Our entire staff works from home and calls ring directly to them. This eliminates the need for staff to answer calls and assign tickets. We feel this approach reduces the layers our clients need to navigate to get the help they need.
   e. Our response time is remarkably fast, or at least that is what we hear from our clients. Our Statement of Work for our Fully Managed plan includes the following SLA schedule. However, we far exceed these terms.

Trouble / Severity	Managed Service Plan*
Critical problem: Service not available (all users and functions unavailable)	Response within two (2) hours after notification.
Significant degradation of service (large number of users or business critical functions affected)	Response within four (4) hours after notification.
Limited degradation of service (limited number of users or functions affected, business process can continue).	Response within eight (8) business hours after notification.
Small service degradation (business process can continue, one user affected).	Response within two (2) business days after notification.

   f. Emergency Support – We provide select key contacts at our clients the direct cell phone numbers for our business partners for use in the case of

an emergency. Clients may contact them 24/7/365 if they have an emergency support need.

2. We can provide reporting details on most of the systems that we use to monitor and support our clients. We provide two standard reports to all clients, a monthly lifecycle report to assist with planning and budgeting for equipment upgrades and results reports of our Security Awareness Training and Phish Testing service. Any other reports required can be designed and scheduled to meet each client's specific needs.

3. We keep a cloud-based documentation repository for our technical staff to access specific information about each of our clients. This can include vendor information, support numbers for specific business applications, details about internet and telecom service providers, etc.

4. If our clients need training or information, we may refer them to specific articles or training from time to time. We have, at times, provided specific in-person staff training for our clients.

5. We offer a rating system for our clients to provide feedback on the service they receive for every support ticket submitted. We also send a monthly newsletter to our clients.

6. The rating system referenced above provides us with immediate feedback. If we receive any feedback other than the top rating, we follow up with the client to understand what could have been done better.

7. Our client base covers several different industries and many different technical skill levels. We currently support four cities and expect a similar experience with the City of Oelwein as we have with those clients in terms of technical skills. Our team is well-versed in supporting even those who do not have a depth of understanding of IT.

7.4 Financials

1. Pricing model of RSPN
   a. RSPN offers Managed IT Services plans designed to meet the specific needs of each client. Most plans fall into either a Fully Managed plan or a Co-Sourced Managed plan. Fully Managed is designed for organizations that do not staff any IT specific positions while Co-Sourced is designed for those that do.
   b. Our pricing is based on the scope of responsibility RSPN assumes along with the number of resources and users we support. Our managed plans, either Fully Managed or Co-Sourced, are provided under a flat-rate monthly fee to our clients.
   c. With any plan from RSPN, certain work will fall outside the scope of our monthly service agreement. This is most often what is considered project

work. For instance, your monthly rate considers the current IT environment at the onset of the agreement. Should something need to change, upgrading a server for instance, the labor involved in that would fall outside the scope of the managed plan. As an incentive to our managed clients, RSPN provides a 10% discount off our regular labor rate for work that falls outside the scope of the managed agreement.

   d. What is billable and what is included is often confusing so we make the pledge that our clients will never receive a "surprise" bill for work outside of the managed agreement. That work will be discussed and approved by the client prior to any billable work taking place.

2. Specific services and associated costs.

   a. Technology roadmap – falls under consulting that is included in your Fully Managed agreement.

   b. Solution design – for small projects like replacing a computer, this is included in your Fully Managed plan. For larger projects like server or other infrastructure replacements, this will be included in the quoted project labor.

   c. Network and email system monitoring – included in Fully Managed plan.

   d. Remote backup – included in Fully Managed plan.

   e. On-demand technology training – may be included or quoted as a project. This depends on the scope of the training needed.

   f. Managed Cyber Security – included in Fully Managed plan.

   g. Procurement management – need additional explanation, but most likely included in Fully Managed plan.

   h. Technical support including remote user support – included in Fully Managed plan.

   i. Reporting and communication – included in Fully Managed plan.

   j. Implementation planning and guidance – included in Fully Managed plan.

   k. PC deployment – not included in Fully Managed plan. Provided with a fixed rate project labor fee.

   l. On-site implementation of business applications – this depends on the applications. RSPN will assist in the implementation of business applications, but generally will be part of a project.

   m. Asset inventory management – included in Fully Managed plan.

   n. Software licensing control – included to some extent in Fully Managed plan. RSPN monitors Windows operating systems, helps manage Microsoft 365 subscriptions and other licensed software like VMWare, etc. However, there could be applications that we are not aware of that require license renewals or upgrades that we are not made aware of.

3. Service Bundles – Our Fully Managed and Co-Sourced plans are service bundles. These are designed to provide all the technologies, security products,

certain hardware needed, and technical support to operate a secure, stable, and efficient business IT environment. This "all-inclusive" or "bundled" approach allows for easy budgeting that eliminates surprise expenses. The price is considerably more attractive to the client than buying all the included pieces separately.