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Polar
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RFP Response:
IT Analysis and Support Services

OREGON CITY

November 18, 2022

Designed By:
Polar Systems, Inc.

November 18, 2022
Mr. David Knoll, IT Manager
City of Oregon City
625 Center Street
Oregon City, OR. 97045
(503) 657-0891

RE: Request for Proposal – IT Analysis and Support Services

Dear Mr. Knoll,

Thank you for the opportunity to respond to the RFP for the City of Oregon City.

Polar Systems has provided computer network solutions for forty-one years. We take pride in having one of the largest install bases of local and wide area networks in Oregon and SW Washington. Our client list includes many of the best-known not-for-profit, and for-profit organizations in the area. Polar Systems is a charter member of the Microsoft Certified Partner program and a Dell Gold Partner.

Polar Systems provides executive-level IT management consulting and support services. Our highly skilled team of Senior Engineers and Business IT Consultants provides expertise in developing business process, selecting and integrating software solutions, managing new system rollouts, disaster recovery, project management, and training. All our senior staff have more than ten years' experience, and many bring more than twenty years of experience.

Please do not hesitate to call me or any other members of my Team, if you require additional materials or clarification on any of the information that we have provided

Best Regards,

Timothy Tragesser
President
Phone: 503.775.4410 ext. 106
FAX: 503-775.2664
Email: ttragesser@polarsystems.com

       Polar Systems, Inc.
       21890 Willamette Drive
       West Linn, OR. 97068

1. Statement of Bid Price

The included bids are based upon the information provided in "Section 2: Background," and are subject to change based on the findings in the IT Assessment. The bids shall remain valid for ninety (90) days following the proposal due date.

2. Statement of Firm Experience, Qualifications & Staffing

Since 1981 Polar Systems has served the SMB and non-profit/local government community of Oregon and Washington. An example of this is Cowlitz Family Health Center (CFHC), a Non-Profit in Longview, WA. CFHC had 125 users when they first engaged with Polar Systems in 2008 for a site assessment, network re-design and virtualization project. Today, Polar is relied on to support 300 users and the IT systems and infrastructure they count on to be highly available and well performing.

Table 1: FTEs by Position

Position	Number of Employees (FTES)
Executive Management	2
Business Development	2
Technical Service & Support	24
Administration	2
Total	30

Project Personnel – Names, Contact Info

Executive Contract Administrator:

Name:	Tim Tragesser - President
Address:	21890 Willamette Drive
	West Linn, OR 97068
Contact:	503-775-4410 ext. 106, Email: TTragesser@polarsystems.com

BS – Finance CCSA – 24 years IT Experience

As the president of Polar Systems, Tim works to align innovation and technology with the business needs of more than 200 customers and partners. With a background in corporate finance, Tim brings 20+ years of experience consulting on IT solutions. In the rapidly changing technical landscape, Tim is committed to providing world class thought leadership to enable our clients to maintain a competitive advantage.

vCIO Contract Administrator:

Name:	Gary Points, vCIO
Address:	21890 Willamette Drive
	West Linn, OR 97068
Contact:	503-775-4410 ext. 130, Email: GPoints@polarsystems.com

MCSE, CCNA, CNE, Network+, A+ - 27 years IT Experience

Tactically minded, Sr Manager with experience driving IT solutions to meet local government and corporate needs. A passionate problem solver with an understanding of operations and the ability to execute 'big picture' vision. Committed to delivering outstanding customer service and determining the steps to find the right solutions to complex technology problems.

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Professional Services Contract Administrator:

Name: Kenny Franklin, Director of Operations
Address: 21890 Willamette Drive
               West Linn, OR 97068
Contact: 503-775-4410 ext. 123, Email: KFranklin@polarsystems.com

BS – Business Administration, MCSA, CNE, CCA, VCP – 26 years IT Experience

Experienced Professional manager, network administrator, consultant, and project manager, experienced installing, supporting, and project managing systems. Expert in network change management with a focus on value delivery utilizing Windows, Messaging, Virtualization, Citrix, storage area networks (SAN), networking and security.

Service Desk Manager:

Name: Jason Wrede
Address: 21890 Willamette Drive
               West Linn, OR 97068
Contact: 503-775-4410 ext. 119, Email: JWrede@polarsystems.com

BA – Political Science, MCSE, A+, Linux+, Network+ - 20 years IT Experience

Sr. Systems Engineer delivering the right technologies to fulfill the business need. Experienced in design and execution of a range of technology including messaging, big data storage, virtualized client/server models, high availability application delivery and network security platforms.

Senior Network Engineer:

Name: Kenny Payne
Address: 21890 Willamette Drive
               West Linn, OR. 97068
Contact: 503-775-4410 ext. 126, Email: KPayne@polarsystems.com

CCSP, CCNA – 20 years IT Experience

Sr. Network Engineer responsible for delivering advanced network design, implementation and support services for complex networks. A dedicated customer advocate, with a passion for working with IT teams to identify the right technical solutions to solve business and IT challenges

4. Customer References:

1) Thurston-Mason Behavioral Health Organization
   Chris Foster, Information Services Manager. Phone: 360-485-3537. Email: Chris.Foster@tmbho.org
   612 Woodland Square Loop SE, Suite 401, Lacey, WA 98503
   Services Provided - project-based consulting and ongoing Managed IT Services since 2017 to approximately 125 users.
   Projects included initial network design and implementation, virtualization deployment, and remote site connectivity.

2) Fora Health, formerly known as DePaul Treatment Center
   Pamela Belli, CFO. Phone: 503-535-1154. Email: Pamela.Belli@forahealth.org
   10230 SE Cherry Blossom Drive, Portland, OR 97205
   Services Provided - project-based consulting and ongoing Managed IT Services since 2018 to approximately 160 users.
   Projects included virtualization environment upgrades, Infrastructure Strategy Planning for corporate headquarters move.

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3) Cowlitz Family Health Center
   Janice Emery, CIO. Phone: 360-703-6409. Email: JEmery@cfamhc.org
   784 14ᵗʰ Avenue, Longview, WA 98632
   Services Provided - project-based consulting and ongoing Managed IT Services since 2008 to approximately 300 users. Projects included IT Network Assessment, Network re-architecture, virtualizing the IT environment.

5. Summary of Support Services & Project Methodology:

Core Support Methodology

Polar Systems methodology for asset monitoring, management and support is heavily grounded in incorporation of industry best-practices and enhanced by use of best-in-breed Managed Service Provider (MSP) technology applications. Our PolarStar Network Service makes use of these top-tier applications:

Kaseya is our IT Automation and systems' monitoring and management platform. This software was developed to optimize the technical management aspect of service delivery. The solution encompasses network monitoring and alerting, Microsoft Windows Event Log monitoring and alerting, secure remote desktop management, patch management, computer inventory and auditing, software deployment, and reporting capabilities in an integrated web-based platform.

ConnectWise Manage is our Professional Services Automation tool. This software was developed to optimize the business management aspect of service delivery. It encompasses service desk, project management, scheduling & dispatch, Client Access Portal, Co-Managed Help Desk, CRM, contract management, time-tracking, billing, and reporting capabilities in a web-based platform.

Regardless of technology tools, our service would not be possible without our extremely talented technical staff. Polar Systems' technical team holds many of the most sought-after industry certifications. This provides for a well-trained, technically proficient support team with a breadth of technical expertise. Our technical staff holds certifications such as VMware Certified Professional (VCP), Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Cisco Certified Network Associate (CCNA), Project Management Professional (PMP), and many other industry certifications.

We strive to always employ a systematic troubleshooting model that includes:

(1) Problem Definition	(2) Information Gathering
(3) Determination of Probable Cause	(4) Resolution Plan
(5) Implementation of Resolution Plan	(6) Observation of Results
(7) Repeat the process if unresolved, and	(8) Documentation of Issue Resolution

Network Servers

Polar Systems provides comprehensive monitoring, management, and support services for network servers. Through use of our PolarStar Network Service tools above, we provide 24x7x365 server monitoring and alerting, asset inventory, reporting, disk utilization analysis, Windows Event Log analysis, automated server operating system patching, remote troubleshooting, and unlimited fixed-fee technical support. PolarStar Network Service solutions poll Windows Management Instrumentation (WMI) data in order to provide extremely detailed and granular level insight.

E-Mail Services

Polar Systems offers e-mail server monitoring as described above. In addition to the services provided for basic network servers, we also monitor critical e-mail services, licensing, and provide consulting in regard to email archiving and retention policies and solutions, as well as secure messaging needs. PolarStar Network Services supports Microsoft / Office 365, Azure

and on-premise Microsoft Exchange Server platforms. Polar Systems is a Microsoft Silver Certified Partner and has achieved Data Center and Small and MidMarket Cloud Solutions competencies.

Desktops / Laptops / Printers

Polar Systems provides a wide variety of desktop support services. PolarStar Network Service services may include desktop monitoring and alerting, asset inventory and reporting, automated workstation OS patching, remote and onsite troubleshooting, or a comprehensive desktop support solution which includes unlimited Help Desk support.

PolarStar Service clients have various IT staffing levels. Many of our clients have a small IT staff, and we provide limited staff augmentation or escalation services only. In this scenario, the client's existing IT staff may maintain responsibility for desktop management and maintenance services. Polar Systems provides efficiencies to these clients by assuming responsibility for the network and server management, freeing up the client's internal resources to focus on tasks they perform most proficiently. Polar Systems also offers a "Co-Managed Service Desk," which allows our clients to avoid the costly purchase of help-desk software, and to improve the service collaboration between ourselves and our clients.

Polar Systems provides limited network printer support services. Services include routine printer and print server troubleshooting, print driver updates to ensure system stability, and some monitoring and alerting for basic functionality of print services. Polar Systems provides limited printer hardware maintenance and support services.

Network Security

Polar Systems recommends a multi-tiered approach to network security for all our clients. From a network architecture and design standpoint, security is one of our key focuses.

Polar Systems recommends implementation of security layers at the Internet, network perimeter, host, application and human levels. Technologies may include e-mail and web-based threat management, firewall and VPN solutions, anti-virus and endpoint protection software, Intrusion Detection / Prevention Services (IDS/IPS), a security awareness training platform, and in some cases a Managed Security Services Platform (MSSP).

With all of these security technologies deployed, one must not forget to apply best practice security hardening on the host devices through routine operating system and application patching, disabling unnecessary services and ports, ensuring appropriate data security permissions and rights, and potentially implementing encrypted file structures.

Remote network access is common. Network security often must be designed to ensure the security posture extends beyond the organization's physical confines yet remain flexible enough for secure remote users. Polar Systems has vast experience with deployment of secure remote access technologies, such as Site-to-Site VPNs, Client Access VPNs, SSL VPN solutions, Citrix and Microsoft Terminal Server solutions, and Multi Factor Authentication security solutions. At the core, network security procedures employ an iterative process - requiring constant assessment, testing, remediation, and documentation.

Network Bandwidth

Polar Systems offers products and services designed specifically for network bandwidth monitoring and management. Network bandwidth monitoring may be achieved on many levels, so a thorough understanding of an organization's desires would be required for sound approaches. At one end of the spectrum may be use of existing Microsoft Windows utilities such as Network Monitor or Performance Monitor for internal local area network bandwidth monitoring. At the other end, a client may implement a total network visibility tool which may provide network bandwidth insight.

Applications and software

Polar Systems can offer application and software monitoring to the extent capable based on the particular software package. Oftentimes this is restricted to server-based application databases and critical network server services.

Polar Systems' technical support team has numerous years of experience working in a diverse set of clients, thus have provided support services on a broad array of software applications. Our troubleshooting methodology for software application issues follows our standard systematic troubleshooting approach.

Monthly Patching

Polar Systems methodology for software upgrades, patches, service packs and hot fixes is rooted on industry "best practices," yet leverages our unique managed services platform.

All Microsoft operating system patching, updates and hot fixes fall under our general PolarStar service contracts. Prior to deployment our team performs extensive research and development and follows a strict implementation approach. Polar Systems investigates these updates, and, to the extent possible, performs deployment testing on our internal equipment prior to deploying on our client's systems. Polar Systems will provide our expert advice on which patches should or should not be applied. For those approved patches, we leverage the use of our managed service technology to deploy patches to select systems at a time most convenient for the client. Polar will consult with the client to determine the best scheduled maintenance window.

Email Security Services

Polar Systems recommends implementation of Mimecast. Mimecast is a managed security services provider of email and Web security services. The solution offers comprehensive protection against a vast array of email threats including spam, viruses, spyware, and phishing attacks. Protection is provided by combining spam filters, multiple anti-virus scanning engines, content filtering, and sophisticated email attack protection. Advanced services are available for disaster recovery and message archiving solutions.

Such a managed security service provides the following benefits:
- Reduced organizational risk and liability
- A multi-tiered approach to threat management
- Ease of administration
- Increased productivity
- Efficient activation and implementation
- Rapid Return on Investment (ROI)

Anti-virus / Endpoint Protection

Polar Systems recommends a multi-tiered approach for anti-virus protection. Implementation of the Mimecast security services for perimeter filtering should be combined with host-based anti-virus protection. Polar Systems recommends and supports managed anti-virus, endpoint detection and response (MDR / EDR) product suites available from Kaseya, Webroot and Huntress.

These solutions provide a high-level of endpoint security management and reporting. Included in most suites is a centralized management, monitoring and reporting console. From this console, installation packages, updates, and definition files may be remotely installed to network servers, workstations, and mobile devices. Product policy configuration and scheduled scan tasks may also be administered and propagated.

Spyware protection

Polar Systems recommends and supports multiple spyware/malware protection solutions. The most common solutions supported by Polar Systems are product suites provided by Kaseya and Webroot. Current anti-virus and endpoint protection products typically include a base level of spyware detection, protection, and removal features.

These solutions are often integrated into a vendors' threat management console. Common features include threat database lookups, automated detection and removal, and protection against phishing and pharming attacks.

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Managed Backup and Disaster Recovery

Polar Systems recommends that data backups be monitored on a daily basis. Approved backup solutions include Unitrends, and PolarStar Backup & Disaster Recovery (BDR) units. Other backup solutions may be authorized if approved by Polar Systems. Backup management includes the following services: notification to client of backup errors, labor to resolve errors, consultation on improving backup strategies, reasonable configuration of backup solutions, and a simple file restore performed on a monthly basis.

Firewall Management

Polar Systems supports numerous hardware and software firewall technologies. The most common firewalls are the Cisco Systems Secure Firewall FirePower Series, Cisco Systems Adaptive Security Appliance (ASA), SonicWALL, Juniper and Fortinet. Devices may be managed through a variety of techniques, given each device's capabilities. Many firewalls have embedded monitoring and alert notification mechanisms which may be leveraged. Nearly all devices may also be monitored through SNMP and by accessing the MIB.

Polar Systems provides security design, implementation and support services on these firewalls. For PolarStar Service clients, we provide configuration backup and restoration, access-list and security rule modification, software code updates and critical patch application services. Polar Systems may configure the client firewall such that Secure Shell (SSH) and/or HTTPS encrypted access is allowed in a restricted mode from the Polar Systems public IP address for ongoing support requirements.

Virtual private network (VPN) and remote access

Polar Systems provides network design, implementation and support services for a diverse set of Virtual Private Network (VPN) and Remote Access technologies. The most common VPN platforms implemented and supported are on the Cisco Systems Secure Firewall FirePower Series, Cisco Systems ASA, SonicWALL, Juniper and Fortinet product lines. Alternative supported methods for remote access include deployment of Microsoft Terminal Services and Citrix XenApp software.

Polar Systems also provides implementation services for SSL VPN technology. SSL VPN provides a more flexible and secure method of extending network resources to remote users and allows for web-based clientless access without previously installed system software.

Operating Hours & Response Time Information

Polar Systems' PolarStar Network Services provide automated monitoring support 24x7x365.

Polar Systems maintains a staffed Help Desk and Technical Support Engineers available weekdays from 8:00 a.m. to 5:00 p.m., excluding holidays on which Polar Systems is closed for business. Polar Systems' holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Thanksgiving Friday, and Christmas. Polar Systems has optional offerings for 24x7 Services, and may negotiate other support operating hour arrangements as necessary to ensure client coverage.

PolarStar Service includes response time of 1 hour or less, depending on issue severity. Though average response time across our client base is typically less than 15 minutes. Resolution times vary greatly depending on the nature of the issue. For PolarStar customers we can capture and report on response and resolution time metrics.

SLA Response Times:
- Critical, Enterprise-wide issue with a work stoppage   30 minute response time
- High priority: work stoppage   30 minute response time
- Normal: resolution required; normal workflow impacted   1 hour response time
- Low: No immediate workflow impact, low priority   1 hour response time

24 x 7 Services

Polar Systems provides optional 24x7 Services for support coverage outside of Polar Systems' regular business hours. Clients are provided an 800 phone number to initiate a Service Support call, and a customized 24x7 Service Support phone tree with assigned technical resources is developed.

24x7 Service Support calls are initiated by the client and fielded by our outside agency which will note the client name, location, contact, and contact call-back number. Our Emergency Service will place notification phone calls through the phone tree to the technical resources' mobile and home phone numbers. The triage continues until a Polar Systems employee is contacted directly.

The technical responder will then contact the client. When appropriate, remote services will be the preferred method of troubleshooting and resolution; otherwise, the technical resource will dispatch to the client location within the hour. For 24x7 Service Support oversight, the final contact for every Emergency Service Support phone tree is our President.

Rate Table

Support Services Rate Sheet

Business Hours

Standard Hours...…....8:00am – 5:00pm, Monday through Friday (excluding holidays)
After Hours...5:00pm – 8:00am Monday through Friday
After Hours..All day Saturdays, All day Sundays, and Holidays

Hourly rates include 10% discount for PolarStar Managed Service customers

Time & Material Services:

Network Engineer (General Services) ……………………………………………………………$ 189.00/hour
Network Engineer – Advanced Services (Security, Storage, Virtualization)..……………………………. $ 225.00/hour
vCIO Services……………………………………………………………………………………... $ 225.00/hour
Project Management……………………………………………………………………………... $ 180.00/hour
Service Desk Technician (General Services) …………………………………………………… $ 166.50/hour
Onsite Travel Charge (round trip within 20 miles radius)…………………………………………… $ 75.00/fixed rate

After Hours service rates are 1.5 times the applicable rates, portal to portal

Remote support is billable in 15 minute increments
On-Site support is billable with a 2-hour minimum, plus on-site travel charge.

Inbound Support Process

Client support issues are initiated in one of four methods, (a) Client phone call, (b) Client e-mail,
(c) Client Access Portal / Co-Managed Service desk ticket, and/or, (d) automated monitoring system alerts.

Polar maintains a centralized Help Desk available by phone and via support email address. On notification of a client issue, a Service Desk Ticket is created in our Professional Services Automation (PSA) application and the triage process begins.

1st Level Technical support will be provided by Polar Systems' Help Desk personnel. Our Help Desk personnel will contact the client, assess the issue, and attempt resolution. Troubleshooting will be provided via phone through direct guidance and/or via use of remote support tools. In the event an issue requires escalation, decisions will be made with respect to additional remote support or on-site visit requirements, and escalation plans and response times communicated. The Service Desk Ticket will be updated, placed in a support queue and assigned to an appropriate technical resource.

2nd Level Technical support will be provided by an appropriately qualified technical resource. The technician will initiate communications with the client and perform troubleshooting and remediation using remote sessions whenever possible and appropriate. In the event the issue is still unresolved, the Polar Systems' support team will schedule a site visit.

Outbound Support Process

Similar to the inbound call triage process, Polar Systems Help Desk personnel will typically be the 1st Level Technical Support.

Our Help Desk personnel will contact the client, communicate the issue identified, assess the situation, and attempt resolution. Troubleshooting will be provided via phone through direct guidance and/or via use of remote support tools. In the event an issue requires escalation, decisions will be made with respect to additional remote support or on-site visit requirements, and escalation plans and response times communicated. A Service Desk Ticket will be created and updated, placed in a support queue and assigned to an appropriate technical resource.

2nd Level Technical support will be provided by an appropriately qualified technical person. The technician will initiate client communication and perform troubleshooting and remediation through remote sessions whenever possible and appropriate. In the event the issue is still unresolved, the engineering resource will communicate updated timelines and schedule a site visit.

Network Uptime

The single largest contributors to high availability and network uptime rates are through adoption and enforcement of a proactive Support methodology, including development of a thoroughly tested business continuity plan. As a result, PolarStar clients have benefited from an extremely high rate of network uptime. Most business impacting network outages have proven to be related to outside service providers not under administrative control of Polar Systems, Inc.

Polar Systems cannot guarantee performance or availability of any provider, including but not limited to, power companies, data and phone line providers, Internet Service Providers (ISPs), Software as a Service (SaaS) providers, or other providers.

Client Escalation Process

Polar Systems encourages frequent and effective communications with all our clients. In the event there are problems of a technical, business development, account management, personnel, or other nature our clients have a clear escalation path.

Problem notification and escalation process for technical items should be initially processed through our Help Desk. The next levels of escalation would be, in order, our Service Desk Manager, the vCIO, and then the Director of Operations. If the issue is still not resolved satisfactorily, our President will intervene.

Quarterly Business Reviews

PolarStar clients receive Quarterly Business Review (QBR) meetings. The QBRs are designed to be interactive, consultative, and may include as many client personnel as desired. A quarterly report may be customized to each client's needs within the realms of the tools deployed. Additional reporting which may occur is an assessment of trend data, any planned short-term or long-term IT budget expenditures, critical software and hardware device warranty and maintenance status, as well as proposals under discussion.

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Strategic Planning & Consulting

One of Polar Systems' key missions is to assist clients in developing an optimized approach to Information Technology strategy, which is aligned with main business objectives. Our Senior Engineers and Consultants work with client management teams to assess short-term and long-term business goals. Collectively our teams discuss the pros and cons of various strategies, evaluate competitive advantages, and analyze the business and financial impact with any strategy.

PolarStar QBRs are designed in part to ensure an eye is always on evaluation of the IT strategy and to ensure that IT stays aligned with the business goals of the organization.   Additionally, Polar Systems often brings new ideas to the attention of our client's, strategies that we have seen succeed in other organizations, or purposes of discussing newly emerging technologies.

Project Management

Polar Systems has vast expertise in Project Management. We have Consultants who have attended the Project Management Institutes' PMP certification curriculum, and who have years of experience acting in a PM role.

The very nature of our business necessitates that we function in this role on a daily basis. We frequently provide Project Management services to our clients with limited technical staff. Often the engagement entails application or solution assessment and analysis services, or design and implementation services for projects that either we provide deployment services for or that 3rd party software vendors deploy

vCIO Services

Polar Systems provides strategic direction and thought leadership to a variety of verticals in the Portland Metropolitan area by leveraging our market research and best practice development. IT strategy development is an essential part of the organizational culture, overall strategy, and the financial resources available to execute.

For an organization to be successful, its technology environment must support the direction of the leadership. Polar works to enable transformation by aligning IT with the top level vision of the organization.

Many companies succeed in planning great vision and strategy but fail to produce results. Driving change involves both planning and execution. Polar Systems vCIO's leverage industry accepted project management methodologies that guide change and keep in balance planning and execution. Supporting the vCIO position at Polar Systems is a team of talented change agents skilled in delivering execution of technology projects.

Additional Project capabilities with customized delivery as per client requirements

- o Organization Technology Strategic Planning and Execution
- o IT Budget Development and Management
- o IT Vendor Sourcing and Management
- o IT Contract Negotiations and Management
- o Enterprise IT Project Management

CITY OF OREGON CITY
INFORMATION TECHNOLOGY DEPARTMENT
REQUEST FOR PROPOSALS

November 18, 2022

NETWORK ANALYSIS AND SUPPORT SERVICES

Bid Proposal

We, the undersigned, do hereby agree to provide to the City the services outlined in this contract by entering into a Personal Services Agreement for the following rate:

UNIT	PRICE
NETWORK ANALYSIS	
One time, all-inclusive price	$ INCLUDED
SUPPORT SERVICES	
Bid price for **monthly** rate	$ 8,525.00
**NOTE: Includes Huntress Endpoint Detection & Response (EDR) for servers and workstations	
Projects outside of the scope will be billed at an additional T&M rate based on agreed upon SOW	

After hours rates shall be agreed upon by the City and Contractor when negotiating the contract.

COMPANY NAME: Polar Systems, Inc

Check one: Corporation X   Partnership _____   Sole Proprietor _____   Other_____

Employer ID Number: 93-0786782

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