

DECEMBER 23, 2025



TWO RIVERS
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ALL IN
TECHNOLOGY

City of Two Rivers, WI – IT Managed Services RFP
Presented by All In Technology

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All In Technology
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Executive Summary

All in Technology (AIT) is pleased to present our comprehensive response to the City of Two Rivers, Wisconsin, demonstrating our unwavering commitment to delivering superior service, innovative solutions, and value-added capabilities. We understand the importance of aligning our approach with the mission and objectives of the City of Two Rivers, ensuring a seamless and efficient transition while driving operational excellence.

A. RFP Response: Corporate Information

1. Company Profile

- 1.1 Company Name: All In Technology LLC
- 1.2 Company Address: 2551 Continental CT, STE 1, Green Bay, WI 54311
- 1.3 Contact Information: Adam Van Eperen; avaneperen@allintechnology.com; 920.425.7211
- 1.4 Company Webpage: <https://allintechnology.com>
- 1.5 Main Products/Services: IT Managed Services
- 1.6 Main Market/Customers: Government and Mid-Market Commercial
- 1.7 Number of Years in the Market: Managed Network Services commenced in 2008 – 17 Years.
- 1.8 When did you first start providing similar solutions? MSP Solutions began in 2015 – 10 Years.
- 1.9 Company Locations: Green Bay, Wisconsin & Boulder, Colorado
- 1.10 Number of Employees: 30 Full-Time Employees
- 1.11 Number of Employees in Account Management: 6 Full-Time Employees
- 1.12 Number of Employees in Technical Support: 12 Full-Time Employees
- 1.13 Notable Acquisitions: All In IT Corp; NTech Consulting; Saje Network Systems
- 1.14 Key Business Partnerships: All In Technology (AIT) maintains a well-established network of strategic partnerships that strengthen our ability to deliver reliable, secure, and cost-effective IT services. These include the following:

Technology Vendors

We maintain strong partner relationships and certifications with leading technology vendors, including Microsoft Modern Work and Cisco Premier, along with several other core vendors. These partnerships provide access to training, technical resources, and escalation paths that directly benefit our customers.

Distribution Network

We leverage a robust distribution model that includes a primary distributor and multiple secondary



options to ensure competitive pricing, product availability, and flexibility. Our purchasing volume provides us with dedicated distributor account managers who support expedited procurement and issue resolution.

Industry Associations

We are active members of industry associations that provide access to peer networks, shared best practices, and ongoing insight into evolving technology and security trends.

Client Relationships

We prioritize long-term, collaborative relationships with our customers, working as trusted partners aligned to their business goals and operational needs.

2. Financial Information

All In Technology is a financially stable and growing organization with consistent revenue, disciplined cost management, and positive operating margins. The following information reflects our most recent fiscal year performance and year-end projections.

2.1 Previous Year Gross Revenue

For fiscal year 2025, All In Technology's gross revenue is currently at approximately \$9.0 million year-to-date. As of this submission, the company has over \$800,000 in accounts receivable and has not yet invoiced the majority of December revenue. Based on historical billing patterns and current contract commitments, we project year-end gross revenue to close between \$10 million and \$10.3 million.

2.2 Previous Year Net Income

All In Technology operates with a strong focus on profitability and financial discipline. Net income for fiscal year 2025 is tracking at approximately 12% of gross revenue. Based on projected year-end revenue, this equates to an estimated net income of approximately \$1.25 million to \$1.30 million.

2.3 Return on Investment

Clients realize a strong return on investment by allowing All In Technology to manage and optimize their IT environment while they remain focused on their core business. We align technology strategy and execution directly to each client's operational goals, ensuring IT supports productivity, security, and growth rather than creating distraction. Through proactive management, standardized systems, and predictable pricing, we reduce downtime, lower risk, and improve efficiency. This enables organizations to operate more effectively while relying on a trusted partner to handle the complexity of IT.



B. RFP Response Form: Questions

1. General

1.1 What are the general types of organizations your clients represent?

AIT works with a wide variety of clients including Government, Manufacturing, Agriculture, Healthcare, and Financial Institutions. Most of these clients fall into the mid-market category when you consider their size and number of endpoints that we are supporting.

1.2 Why do you believe that you are a good fit with our organization?

AIT is dedicated to delivering a comprehensive and structured solution tailored to meet the operational and strategic needs of The City of Two Rivers. This narrative provides an overview of our proposed service delivery framework, detailing our approach, key assumptions, and the anticipated changes that will drive enhanced efficiency and performance.

Proposed Service Delivery Framework

As proposed, AIT's service model is designed to complement and strengthen the City of Two Rivers' existing IT team through a co-managed support structure that clearly defines roles, responsibilities, and escalation paths. Under this agreement, the City's IT staff retains ownership of Level 1 and Level 2 support, allowing them to continue providing frontline and advanced assistance while preserving institutional knowledge and local control. Level 1 support includes frontline triage and resolution of common issues such as password resets, basic workstation problems, and printer-related issues. Level 2 support encompasses advanced troubleshooting and configuration tasks, including MFA failures, email profile issues, and software configuration challenges.

AIT serves as the Level 3 escalation resource, providing expert-level technical support for complex, high-risk, or business-critical issues. Level 3 support is engaged when issues cannot be resolved at Levels 1 or 2, when infrastructure changes or root-cause analysis are required, or when incidents involve compliance risk, service impact, or potential operational continuity concerns. In this role, AIT is responsible for performing root cause analysis, implementing permanent fixes, executing changes to systems and network architecture, and providing guidance back to the City's IT staff to prevent recurrence. Where appropriate, AIT also supports reporting and communication to leadership to ensure transparency and informed decision-making.

This structured, co-managed approach, combined with AIT's deep technical expertise, clearly defined escalation framework, and commitment to collaboration, ensures the City of Two Rivers receives scalable, expert support while maintaining continuity, accountability, and alignment with its operational needs.

Service Management Overview

To ensure quality, we follow industry-standard project management methodologies, implement standardized procedures to promote consistency and reduce errors, and proactively manage risks to minimize potential impacts. We also invest in ongoing employee training and development to



maintain a highly skilled team, while leveraging modern technology and tools to enhance efficiency and overall service quality.

Emergency Services Overview

Emergency services are supported by a clearly defined escalation process and documented procedures. When possible, issues should first be reported by opening a ticket via email or the web portal. For urgent matters, clients should call the support desk to notify the team so work can begin immediately. The support team will handle internal escalation as needed, and if further escalation is required, the issue will be elevated to the account executive, followed by escalation to the CTO, and ultimately to the CEO if necessary.

1.3 Describe your onboarding/implementation process and approach if you were selected.

If selected, AIT follows a structured, phased onboarding and implementation approach designed to ensure a smooth transition from your current IT provider and minimal disruption to your operations.

Welcome and Intake (Week 1)

We begin with a formal welcome and onboarding kickoff, introducing your dedicated All In Technology team, outlining the onboarding roadmap, and gathering required business and technical information. This includes coordination with your current MSP, as needed, to ensure access, documentation, and knowledge transfer are completed efficiently.

Internal Alignment (Week 1)

Our internal teams align on scope, objectives, risks, and technical requirements. This ensures all stakeholders are prepared and that responsibilities, timelines, and dependencies are clearly defined before engaging further with your organization.

External Kickoff (Week 1 & Week 2)

We host a kickoff meeting with your key stakeholders to confirm scope, timeline, communication cadence, and success criteria. This meeting establishes expectations and finalizes the implementation plan, including transition activities from the existing MSP.

Go / No-Go Readiness Review (Week 2)

Prior to implementation, we conduct a readiness checkpoint to confirm all required access, information, and dependencies are in place. Both parties formally confirm readiness to proceed, ensuring a controlled and predictable transition.

Implementation & Transition (Week 3 – Dependent on Previous Stage)

During implementation, our technical team executes the agreed onboarding plan, including tool deployment, configuration, monitoring, and security setup. We actively manage the transition from your current MSP, coordinating cutover activities to minimize risk and downtime while maintaining clear communication throughout.

Implementation Review (Dependent on Implementation Duration)

Following implementation, we perform a post-implementation review to validate system stability, confirm services are operating as intended, and address any remaining issues before moving into steady-state support.



Adoption & Sign-Off (Dependent on Implementation Duration)

We formally close the onboarding project by confirming successful delivery, addressing any additional needs, and transitioning you into ongoing support. At this stage, we determine whether any follow-on work or enhancements should be scoped as additional projects.

Post-Adoption & Ongoing Management (Dependent on Implementation Duration)

After onboarding, we conduct follow-up check-ins, gather feedback, and transition into proactive account management. This includes ongoing monitoring, optimization, regular communication, and Quarterly Business Reviews (QBRs) to ensure your IT environment continues to align with your business goals.

1.4 Do you conduct QBRs and what is the nature of those meetings?

Yes. AIT conducts QBRs as part of our ongoing account management process. They are designed to provide a structured forum to review service performance, key metrics, system health, and technology/infrastructure lifecycle management, including hardware and software status, risk, and planning considerations.

These meetings emphasize transparency, accountability, and alignment between IT services and organizational priorities, ensuring technology decisions are informed, proactive, and support long-term operational and budgetary goals.

1.5 How do you typically work with IT management at clients who have staff members?

AIT works with internal IT teams through a co-managed IT model that augments existing staff while maintaining clear ownership, control, and accountability. We operate as an extension of the client's IT department, with clearly defined roles, responsibilities, and escalation paths. Drawing on our experience delivering both fully managed and co-managed services, we can also flexibly adjust roles and responsibilities based on the client's operational needs and the strengths of their internal IT team.

Under this shared-responsibility approach, internal IT teams typically manage frontline support and day-to-day operations, while All In Technology provides additional depth and scalability in areas such as cybersecurity, infrastructure, cloud services, and specialized projects. Our NOC and SOC capabilities extend coverage beyond standard business hours and help address staffing gaps or surge needs.

We also provide shared access to enterprise-grade monitoring, security, and management tools, giving both teams visibility into system health, ticket status, and performance metrics. This approach promotes transparency, collaboration, and efficient coordination between internal IT staff and AIT.

1.6 What do you feel your overall strengths and differentiators are?

AIT's primary strength is our ability to deliver secure, scalable, and flexible IT solutions that align technology with organizational goals. We offer a full spectrum of service, ranging from managed and co-managed IT services to advanced cybersecurity, cloud, network, communications, and government compliance, allowing us to meet clients where they are and scale as needs evolve.



Our differentiators include a strong emphasis on proactive monitoring and security, deep technical expertise across multiple disciplines, and the ability to support both fully managed and co-managed environments. This flexibility enables us to work effectively with organizations that have internal IT staff while also providing the depth, tooling, and coverage of a mature managed services provider.

In addition, All In Technology delivers 24x7 support from a team of skilled engineers, fast help desk response times, and a local presence capable of deploying engineers for critical onsite troubleshooting and repairs when needed. Our integrated approach—combining experienced people, well-defined processes, and enterprise-grade tooling—ensures consistent execution, transparency, and long-term value. This is reinforced by a commitment to white-glove service, clear procedures, responsive billing and procurement processes, and prompt, accountable communication from real people who understand our clients' environments.

1.7 Do you serve clients with 24 X 7 requirements?

Yes. AIT supports clients with 24x7 operational requirements through a combination of on-call resources and an overnight engineering team. This model enables continuous monitoring, proactive issue identification, proactive patching and system updates during overnight hours, and timely incident response, ensuring potential issues are addressed early and in alignment with defined service expectations while minimizing disruption to daytime operations.

1.8 What services do you offer besides the core services of a MSP?

In addition to core managed IT services, AIT offers a range of complementary services designed to support reliable public services, operational efficiency, and responsible technology stewardship. These services include advanced cybersecurity capabilities such as SOC and SIEM services, endpoint protection, identity and access management, email security, and backup and disaster recovery—helping municipalities reduce risk and maintain continuity of operations.

AIT also provides professional and project-based services, including cloud architecture and migrations, network design and implementation, hardware procurement and deployment, unified communications (UCaaS), and infrastructure upgrades. Our experience supporting both fully managed and co-managed environments allows us to augment internal IT staff where needed while preserving local knowledge and control, ensuring services scale appropriately without unnecessary staffing increases.

Beyond traditional MSP services, AIT delivers additional value through automation and intelligent tooling that streamline operations and reduce manual workload. Automation is used to improve system monitoring, patching, ticket routing, and workflow management, helping municipalities improve response times, reduce operational overhead, and minimize service disruptions. Analytics and automation also support proactive maintenance by identifying trends and potential issues before they impact end users or critical systems.

Finally, AIT provides lifecycle management, compliance and governance support, and strategic technology planning to help municipalities manage assets responsibly, plan for refresh cycles, control long-term costs, and align technology investments with budgetary and operational priorities.

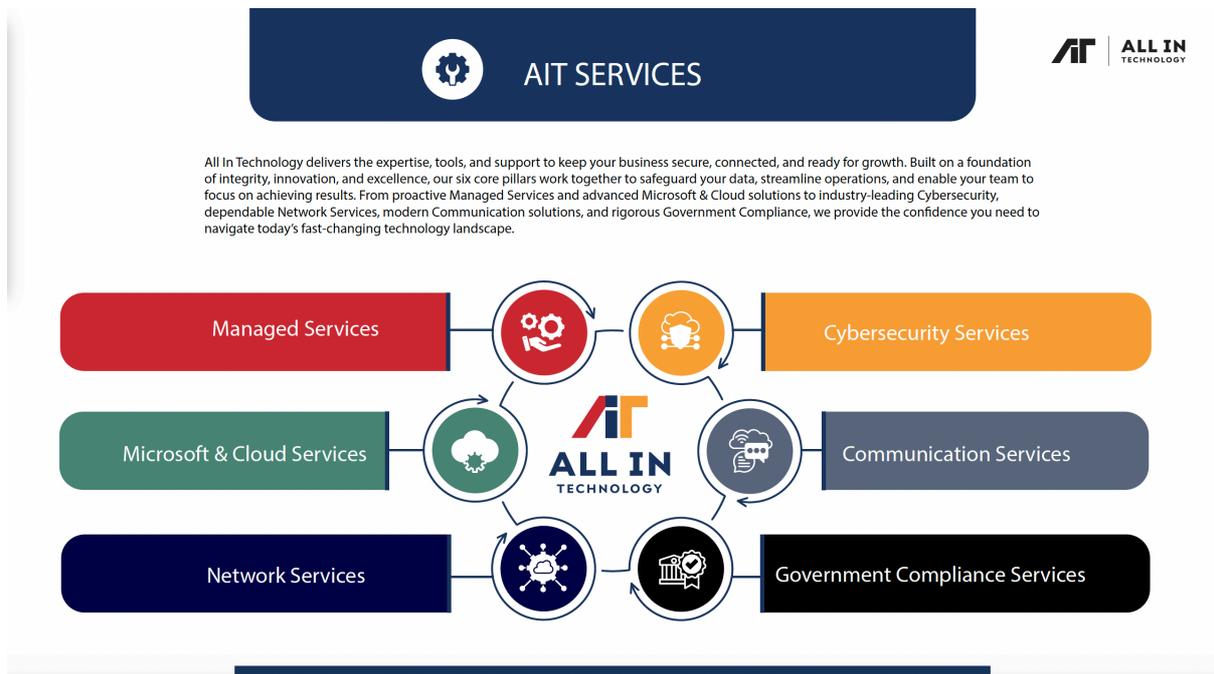


Figure 1 - AIT Core Services

1.9 What type of training do you offer either during onboarding or ongoing?

AIT provides role-based training during onboarding and on an ongoing basis, tailored to the service model selected. Under a co-managed agreement, AIT trains internal IT staff on the use of Halo and other tools used to support the City of Two Rivers, and tailors workflows to align with the roles and responsibilities defined in the agreement.

Under a fully managed agreement, AIT provides end-user training focused on how to engage support effectively. In both service models, AIT trains users and staff on the use of the AIT help desk portal, escalation paths, and communication expectations. In addition, AIT's help desk team guides users as needed to ensure issues are routed correctly and resolved efficiently, supporting adoption while minimizing disruption to daily operations.

1.10 What do you feel are your biggest hurdles to a successful relationship?

Rather than focusing solely on hurdles, we believe it is more effective to look at the common challenges that exist in any partnership and proactively address them in a way that supports a successful, long-term relationship. The primary challenges typically relate to alignment, clarity, and accountability.

Establishing a shared understanding of goals, constraints, and expectations from the outset is critical to ensuring both AIT and the City of Two Rivers are working toward the same outcomes and helps prevent misunderstandings. Clearly defined roles and responsibilities, within both organizations, support efficient execution and timely resolution of issues.



Equally important is establishing measurable performance indicators to objectively evaluate progress and service quality. These metrics are reviewed through structured touchpoints such as Quarterly Business Reviews (QBRs), which promote transparency, ongoing alignment, and continuous improvement.

Finally, strong communication and a mutual commitment to following agreed-upon workflows, procedures, and responsibilities—including clearly defined engagement and escalation protocols—are essential. When these elements are in place, challenges can be addressed proactively, and the partnership remains collaborative, accountable, and focused on long-term success.

1.11 What training resources are available for team members?

AIT provides ongoing training resources for both end users and internal IT staff. These include cybersecurity awareness training and periodic sessions on emerging technology, equipment, and process trends relevant to municipal environments.

For co-managed clients, AIT supports hands-on learning through shared tools and day-to-day collaboration, using the help desk and support process as an ongoing training resource. Clients are also invited to participate in PizzaCast, AIT's monthly lunch-and-learn series featuring vendors, industry experts, and distributors, and receive access to AIT's monthly blogs and whitepapers geared toward IT staff.

Training needs and opportunities are reviewed through regular touchpoints such as Quarterly Business Reviews (QBRs) to ensure training remains practical and aligned with operational priorities.

1.12 What type of general expertise can you provide in key technology areas?

AIT provides broad expertise across the core technology areas required to support municipal environments similar in size and complexity to the City of Two Rivers. Our team supports mixed Windows and Linux server environments, virtualized infrastructure, SQL workloads, and hybrid on-prem and cloud systems.

We have deep experience managing network and security infrastructure, including next-generation firewalls, switching, WAN and fiber connectivity, VPNs, and secure inter-agency connections. This includes proactive monitoring, patch management, and lifecycle oversight to maintain system reliability and performance.

AIT also delivers comprehensive endpoint, user, and application support, including desktop and mobile device management, secure onboarding and offboarding, email and SaaS administration, endpoint protection, and security awareness training. Our security and resilience capabilities include backup and disaster recovery, business continuity planning, SOC and SIEM services, vulnerability management, and compliance support.

In addition, AIT provides project management, procurement and vendor management, asset and warranty tracking, and long-term technology planning. Our flexible service model supports both full-service and hybrid engagements, allowing internal IT staff to escalate as needed while maintaining operational continuity and budgetary control.



1.13 What differentiates your organization for your competitors in the marketplace?

AIT is differentiated by our ability to deliver flexible, secure, and scalable IT services through a model that supports both fully managed and co-managed environments. This allows us to meet organizations where they are, whether they rely entirely on a service provider or maintain internal IT staff, and adapt our approach based on operational needs and internal capabilities.

We do not settle for “good enough.” AIT delivers a white glove, 24x7 service model supported by a professional team of experienced engineers. We combine continuous operational support, enterprise-grade tooling, and clearly defined processes with strong accountability. Our services emphasize proactive monitoring, security-first design, lifecycle management, and predictable service delivery, helping clients reduce risk, improve reliability, and plan technology investments responsibly.

AIT brings a local presence with the depth of a mature managed services provider, offering responsive onsite support when needed while maintaining strong communication, white-glove service delivery, and transparency across support, billing, and procurement. This balanced approach enables long-term partnership, operational continuity, and consistent value beyond traditional MSP offerings.

2. Processes

2.1 Do you use in-house or contracted resources for services?

AIT utilizes in-house resources for the delivery of our services. Our technical teams are composed of full-time AIT employees, allowing us to maintain consistent service quality, accountability, and alignment with established processes and standards.

Our support model includes help desk engineers who handle Level 1 through Level 3 requests based on complexity, as well as Professional Services engineers who focus on project-based work such as implementations, upgrades, and infrastructure initiatives. In addition, AIT has dedicated onboarding specialists who manage the transition and setup process to ensure new clients are integrated smoothly and efficiently.

This structure allows AIT to provide reliable, coordinated service delivery while maintaining clear ownership and continuity across support, onboarding, and project engagements.

2.2 Describe your process for migrating the City of Two Rivers to your organization.

AIT’s migration and onboarding process for the City of Two Rivers is structured, methodical, and designed to minimize disruption while ensuring security, reliability, and long-term sustainability. The migration will follow the same phased onboarding structure described in Section 1.3, ensuring consistency, clear ownership, and predictable execution throughout the transition.

We begin with a comprehensive discovery and intake phase, during which we review and document the City’s existing infrastructure, applications, processes, and vendor relationships. This includes the City’s mixed Windows and Linux server environment, virtualized systems, network and firewall



infrastructure, fiber and WAN connectivity, voice systems, and public safety and departmental applications. This step allows us to identify dependencies, risks, and transition considerations while ensuring accurate documentation and secure credential handling.

As part of this phase, AIT establishes a working relationship with the City's current service provider and any other key stakeholders involved in the transition. This coordination supports effective knowledge transfer, access to systems and documentation, and a controlled handoff that reduces risk and avoids service disruption.

Following discovery, AIT conducts a detailed assessment of the City's current tools and security controls, including antivirus and endpoint protection, MFA and identity management, backup and disaster recovery, VPN and remote access, and monitoring platforms. Where appropriate, we integrate the City's existing solutions into our standardized toolset to maintain continuity while improving visibility, security, and manageability.

We then perform a focused review of network infrastructure, including switches, firewalls, routers, and connectivity between sites and partner organizations. This includes validating configurations, documenting assets, applying firmware updates where needed, and making recommendations for lifecycle or security improvements to ensure performance and vendor support.

Once core infrastructure and access are stabilized, AIT transitions licensing platforms, SaaS applications, and endpoint devices into our management framework. Endpoints are onboarded in phases to align with security standards, patching policies, and monitoring requirements, with minimal impact to end users. Throughout this process, we validate backups, monitoring, and alerting to ensure operational readiness.

Before closing the migration, we complete a readiness review to confirm system stability, documentation, escalation paths, and support workflows. Any follow-on recommendations—such as hardware refreshes or optimization initiatives—are documented and prioritized collaboratively.

This approach ensures a smooth transition from the City's current environment, maintains continuity of services, and results in a secure, well-documented, and fully supported IT environment aligned with the City of Two Rivers' operational and budgetary needs.

2.3 What City of Two Rivers resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

To ensure a secure, efficient, and well-coordinated transition, AIT requires access to specific information, systems, and personnel during the initial migration phase, as well as defined resources for ongoing operations.

Initial Migration and Onboarding

During onboarding and migration, AIT will require the following technical and administrative information to assess, document, secure, and integrate the City's environment into our support framework:

- Administrative credentials for servers and administrative workstations
- Firewall credentials and configurations



- Switch and wireless access point credentials
- ISP access credentials and circuit details
- All static IP addresses
- Access to antivirus and cybersecurity management portals
- Access to backup platforms and confirmation of amount of data currently being backed up
- Access to software licensing and vendor portals
- Access to administrative and management tools currently in use

In addition to system access, AIT will require active participation from the City's IT staff during onboarding. This access is critical for institutional knowledge transfer, validation of system details, coordination of access, and support during the migration process.

At key decision points during onboarding, AIT will also require access to designated decision-makers and budget authorities to ensure timely approvals related to scope, remediation items, security posture, or infrastructure changes.

Ongoing Operations and Support

Following onboarding, AIT will request the following resources to support ongoing service delivery and alignment:

- A primary IT point of contact to work closely with AIT on day-to-day coordination
- Access to additional stakeholders or a steering committee for strategic decisions, escalations, and prioritization
- Continued access to required management portals, monitoring systems, and vendor platforms

This structure ensures clear communication, timely decision-making, and effective collaboration between AIT and the City. By maintaining defined points of contact and engagement, both teams are able to respond efficiently to operational needs, address issues proactively, and remain aligned on priorities over time.

2.4 Outline the methods by which clients can access you (i.e., online by phone, etc.).

Clients can access AIT's engineering help desk through multiple channels to ensure timely and convenient support. Requests can be submitted by calling our support line to speak with a live technician, sending an email to our help desk, or submitting a request through the AIT help desk icon installed on all managed devices.

Standard remote support is available during normal business hours, with technicians assigned and issues tracked through AIT's ticketing workflow from intake through resolution and follow-up. For urgent or emergency situations, clients may contact AIT by phone or email and designate the request as "urgent," which triggers immediate escalation and engagement by on-call resources. AIT maintains 24/7 standby support to ensure critical issues are addressed promptly outside of standard business hours.

This multi-channel access model ensures clients can engage AIT in the way that best fits the situation while maintaining consistent tracking, communication, and accountability throughout the support process.

2.5 Describe the escalation and account management process including strategy and planning meetings.

AIT's escalation and account management model is designed to provide clear ownership, efficient issue resolution, and ongoing strategic alignment through a structured, co-managed support approach.

Escalation Process

Under the proposed support agreement, escalation responsibilities are clearly defined between the City of Two Rivers and AIT.

Support Level Responsibilities

- Level 1 and Level 2 – City of Two Rivers IT Team
 - Level 1 (Frontline Support): Basic support and triage, including password resets, common workstation issues, printer problems, and other routine user requests.
 - Level 2 (Advanced Support): Advanced troubleshooting and configuration issues, such as MFA failures, email or profile issues, and software configuration problems.
- Level 3 – AIT
 - Level 3 support represents the highest tier of technical support and is provided by AIT.
 - AIT serves as the formal Level 3 escalation resource for the City of Two Rivers IT staff.

When Level 3 Escalation Is Engaged: AIT Level 3 resources are engaged when one or more of the following conditions exist:

- Level 1 and Level 2 resources are unable to resolve the issue, and a ticket is opened with AIT
- The issue is complex, high-risk, or business-critical
- The issue requires root-cause analysis, system changes, or infrastructure redesign
- There is a major incident, compliance concern, or potential continuity impact

AIT Level 3 Responsibilities: When engaged, AIT is responsible for:

- Performing root cause analysis (RCA)
- Implementing permanent or long-term fixes
- Executing changes to systems and network architecture
- Providing guidance and recommendations back to Level 1 and Level 2 resources to prevent recurrence
- Escalating and reporting to leadership teams when necessary

This model ensures efficient escalation while maintaining accountability, knowledge transfer, and continuity between teams.

Account Management, Strategy, and Planning

AIT provides a structured account management framework to support day-to-day operations, escalation oversight, and long-term planning.



Proposed Account Team Structure:

- Account Manager (Primary Contact): Responsible for relationship management, contract alignment, and overall strategic coordination.
 - Adam Van Eperen – Account Manager
 - Joe LeMere – Account Manager
 - Michael Garnhart – CRO
- Service Delivery Manager: Oversees daily service operations, service quality, and MSP process compliance.
 - Steve Morrow – Director of Services
- Technical Lead: Responsible for technical oversight, system stability, and higher-level technical escalations.
 - Kevan Kay – CTO
- Support Team: Provides Level 2 and Level 3 technical support as required.
 - AIT Help Desk and Technical Engineering Staff
- Compliance & Security Officer: Oversees security posture, regulatory alignment, and third-party vendor compliance.
 - Peter May – COO
- Managed Services Coordinator: Ensures coordinated delivery of monitoring, security, help desk, and backup services across all City of Two Rivers locations.
 - Mike Garngart – CRO & Kevan Kay – CTO

Account management includes regular operational and strategic touchpoints to review service performance, address escalations, and plan future initiatives. These touchpoints include Quarterly Business Reviews (QBRs), which provide a structured forum to review key performance metrics, service trends, system health, lifecycle considerations, and security posture.

QBRs also serve as an opportunity to review ongoing initiatives, discuss risks or improvement areas, align on upcoming priorities, and ensure IT services continue to support the City of Two Rivers' operational and strategic objectives. In addition to QBRs, ad hoc strategy or planning meetings may be scheduled as needed to support projects, major changes, or escalation-related follow-ups.

2.6 Where is/are your support centers located?

AIT's support centers are located in Green Bay, Wisconsin, and Denver, Colorado. These locations allow us to provide responsive regional coverage, access to local engineering resources when onsite support is required, and consistent service delivery across time zones.

2.7 How involved is your team with creating project plans/testing during technical projects?

AIT's team is highly involved in both project planning and testing for technical projects. For initiatives outside the traditional day-to-day support model, AIT assigns a dedicated project management team as part of the Statement of Work. Project managers work closely with technical leads, engineers, and City stakeholders to define scope, timelines, dependencies, and success criteria.

Our onboarding and project delivery process is repeatable and scalable, allowing us to apply consistent project planning, execution, and validation practices across a wide range of technical initiatives. During project execution, AIT develops and maintains project plans, coordinates



resources, manages risks, and oversees testing and validation activities to ensure solutions meet technical and operational requirements.

Testing is performed in alignment with the project scope and includes validation of functionality, performance, security, and integration with existing systems. This structured approach ensures projects are delivered in a controlled, predictable manner and align with the City’s operational needs and long-term technology objectives.

2.8 Do you follow ITIL or other processes aligned with industry standard practices?

Yes. AIT follows structured service management processes designed to deliver responsive, reliable, and transparent support. We utilize a defined Service Level Agreement (SLA) framework that classifies service requests based on business impact and urgency, allowing us to prioritize and respond to issues appropriately.

Service requests are categorized as Critical, High, Medium, Low, or Proactive, with target response times aligned to the severity of the issue. While not every situation fits perfectly into a predefined category, AIT makes every effort to adhere to these response commitments and apply them consistently across all clients.

We also offer an Emergency Upgrade process that allows certain requests to be escalated when business conditions require immediate attention. Final priority classification is determined by the responding technician to ensure the appropriate level of urgency is applied based on real-world impact.

This approach provides predictable service delivery while maintaining the flexibility needed to support each organization’s unique operational needs.

PRIORITY	EXAMPLES	RESPONSE TIMES
 Critical	Your Main Server is offline and all users are unable to work.	2 Hour
	One of your Network Switches has failed and stopped half the company from working.	
	A VPN link between 2 x offices is offline causing one office to be unable to work.	
 High	Your Internet Connection is offline, users can still work locally	3 Hours
	Your CEO’s computer has stopped working	
	Your main Accounting Software has stopped working	
 Medium	A user’s desktop won’t turn on so they can’t work	4 Hours
	One of the main printers is not working, but users can print to another one	

	A user is having problems connecting to the Wireless network	
 Low	Printing is slower than normal	8 Hours
	A single user is unable to scan	
	A user needs a program installed on their PC	
 No Priority	Pro-Active maintenance of systems	N/A

Figure 2: AIT SLA Framework

2.9 Do you participate in drills or test (i.e., DR, ect.)?

Yes. AIT regularly participates in disaster recovery and backup testing activities to validate system resiliency and recovery readiness. Core systems are tested on a bi-annual basis, with additional testing performed as required based on system criticality and client-specific requirements.

Email backups are verified daily using Axcient x360Cloud, and both business continuity and disaster recovery (BCDR) and cloud backup solutions are monitored and validated on a continuous basis. Testing frequency and scope are adjusted as needed to align with operational priorities and recovery objectives.

This approach helps ensure backup integrity, recovery reliability, and ongoing confidence in system protection.

2.10 How do you notify users of maintenance windows or system outages?

AIT communicates maintenance windows and system outages using clear and timely notification methods appropriate to the situation. Planned maintenance activities, such as routine patching and updates, are scheduled within predetermined maintenance windows and communicated in advance when user impact is expected.

For unplanned outages or critical incidents, AIT notifies affected users through email and, when appropriate, direct phone communication. Notifications include relevant details regarding the nature of the issue, expected impact, and status updates until resolution.

This approach ensures users are informed, expectations are set appropriately, and communication remains consistent during both planned and unplanned events.

2.11 What types of diagrams would you typically create/maintain?

AIT maintains comprehensive technical documentation, including detailed diagrams of network layouts, infrastructure components, and system interdependencies. This typically includes network



topology diagrams, firewall and routing layouts, port mappings, switch and access point locations, and connectivity to remote sites or third-party networks.

These diagrams are reviewed and updated on a regular basis to ensure documentation remains accurate and current. Maintaining up-to-date diagrams supports effective troubleshooting, planning, and long-term infrastructure management.

2.12 Do you offer knowledge bases for common issues and how are they utilized?

Yes. AIT maintains a centralized knowledge base within our documentation portal, Hudu, which includes documented procedures, standard operating practices, and resolutions for recurring issues. This repository is used by our engineering teams to ensure consistency, accuracy, and efficient issue resolution across all support tiers.

In addition to internal documentation, AIT provides customer-facing SOPs that address frequently asked questions and common issues. These materials help guide end users and IT staff on standard processes and expected workflows. This approach supports timely resolution while reinforcing consistent processes and best practices.

2.13 What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

AIT is fully capable of supporting phone and audio/visual systems and does so regularly across many customer environments. We maintain a strong Unified Communications as a Service (UCaaS) practice and routinely support voice, collaboration, and related communications platforms as part of our managed and co-managed offerings.

With respect to security systems, AIT's involvement is more limited and evaluated on a case-by-case basis. Many security systems—such as cameras, access control, and physical security platforms—are typically maintained by specialized security vendors under separate contracts. In situations where such systems are not under a third-party agreement and appropriate access is provided, AIT can offer limited assistance or coordination as appropriate, but we do not position ourselves as a primary physical security provider.

2.14 How often do you conduct DR testing?

AIT conducts disaster recovery testing in accordance with individual customer agreements and system criticality. As a general best practice, core systems are tested on a regular basis depending on recovery objectives, risk profile, and operational requirements.

Testing frequency and scope are defined collaboratively to ensure alignment with business priorities and recovery expectations. Where applicable, testing results are reviewed and used to validate recovery procedures and identify improvement opportunities.

3. Technology

3.1 What types of monitoring agents would you use for end user devices?

AIT utilizes a layered monitoring and security approach built on industry-leading tools to provide proactive visibility, protection, and recoverability for end user devices and systems. While we have experience supporting a variety of toolsets and can adapt based on the environment we are transitioning into, the tools outlined below represent what we typically deploy and manage.

Key monitoring and protection components generally include:

- Remote Monitoring and Management (RMM): NinjaOne is commonly used for endpoint monitoring, patch management, scripting, automation, alerting, and secure remote access.
- Endpoint Detection and Response (EDR): Microsoft Defender for Endpoint is used when licensing is available; SentinelOne is deployed in environments where Microsoft licensing does not apply.
- Managed Detection and Response (MDR): AIT leverages a third-party MDR platform (Blackpoint) to provide 24x7x365 monitoring and response across EDR alerts, Microsoft 365 or Google Workspace, application controls, and vulnerability (CVE) scanning.
- Software Deployment and Patch Management: When Microsoft Intune is in use, software deployment and patching are managed using Intune combined with tools such as IntunePKG or Patch My PC. In environments without Intune, AIT utilizes Group Policy and/or NinjaOne for software distribution and updates.
- Backup and Disaster Recovery (BCDR): Axcient is used to provide endpoint and server backup capabilities, including local snapshotting, cloud replication, and recovery options. This approach supports rapid recovery scenarios, including local or cloud-based virtual machine restoration when required.

This flexible approach allows AIT to align with existing investments where appropriate while still providing consistent monitoring, security, and operational visibility across the environment.

3.2 What is the back-end help desk system that you use?

AIT utilizes HaloPSA as our primary back-end help desk and ticketing system, integrated with NinjaOne RMM to support monitoring, alerting, and automated ticket creation. This integrated platform allows AIT to track, manage, and escalate tickets efficiently across all support tiers.

HaloPSA enables seamless registration and routing of tickets based on priority and complexity, providing full visibility into ticket status, response times, and resolution progress for both AIT teams and client stakeholders. Through the HaloPSA client portal, clients can submit requests, track open tickets, and access dashboards that display key service metrics and performance indicators.

This system supports transparency, accountability, and consistent service delivery across both managed and co-managed environments.

3.3 Do you offer managed firewalls or other managed technology?



Yes. AIT offers managed firewalls and a broad range of managed network technologies, including switches, access points, and related infrastructure components. Managed networking and firewall services are a core part of our overall service portfolio.

This capability is strengthened by AIT's acquisition of Saje Network Systems in October 2024. Saje Network Systems was built around advanced networking and firewall services, and the engineers from that organization continue to be part of the AIT team today. This acquisition was made strategically to expand AIT's depth and expertise in managed firewalls, network design, and ongoing network operations.

As a result, AIT brings extensive hands-on experience in designing, deploying, and managing secure, scalable network environments while integrating these services into our broader managed and co-managed IT offerings.

3.4 Do you offer MDM or other mobile management technology?

Yes. AIT offers mobile device management (MDM) and endpoint management solutions to support secure provisioning, monitoring, and lifecycle management of mobile and endpoint devices.

We typically utilize Microsoft Intune for environments aligned with Microsoft 365, NinjaOne for broader endpoint management and monitoring, and Addigy for Apple/macOS device management. These tools allow AIT to enforce security policies, manage configurations, deploy applications, and support remote wipe and recovery when necessary.

As with other managed technologies, AIT can adapt our approach based on the environment we are supporting and existing tooling, while maintaining consistent security and management standards across devices.

3.5 Do you offer SEIM or other security-based technology?

Yes. AIT provides SIEM capabilities as part of our managed detection and response (MDR) services. Our SIEM functionality is embedded within the MDR platform and is used to collect, correlate, and analyze security-related data across endpoints, identity platforms, and cloud services.

AIT supplies relevant log and telemetry data to the MDR platform, where established runbooks and response processes are used to monitor client identities and assets, detect suspicious activity, and coordinate appropriate response actions. This integrated approach allows for centralized visibility and consistent security monitoring without requiring customers to manage a standalone SIEM solution.

3.6 Do you have tools to provide system uptime metrics?

Yes. AIT utilizes NinjaOne RMM to monitor device availability and system health, including system uptime metrics. NinjaOne provides visibility into endpoint and server status, allowing our teams to track uptime, identify outages, and respond proactively to availability-related issues.

3.7 What tools do you use for network monitoring?



AIT uses a combination of remote management and security monitoring toolsets to monitor both network and system components on a 24x7 basis for managed environments. This approach provides visibility into availability, performance, and security-related events.

Key tools might include:

- NinjaOne RMM: Used as the primary remote management platform to monitor the availability and health of servers, network devices, and other managed systems. It provides alerting for connectivity issues, device status, and performance indicators.
- Blackpoint MDR: Provides continuous security-focused monitoring across identity, endpoints, and network-related telemetry to identify threats that could impact network operations.
- SentinelOne or Microsoft Defender for Endpoint: Contributes endpoint and network behavior telemetry that can indicate suspicious or abnormal activity affecting network health.
- Firewall and Network Device Tooling: Native monitoring and logging capabilities within managed firewalls, switches, and access points are leveraged where available to monitor uptime, traffic patterns, and critical events.
- Microsoft Intune: Supports device compliance and configuration visibility in Microsoft-aligned environments as part of the overall monitoring strategy.

Tool selection and monitoring depth are tailored to the environment and the systems under management, allowing AIT to provide consistent oversight while aligning with existing infrastructure and operational needs.

3.8 What tools do you use for system monitoring or general health level of end user devices?

AIT uses a layered set of tools to monitor the health, performance, and security of end user devices, including:

- Microsoft Intune: Device configuration, compliance, and policy enforcement
- SentinelOne or Microsoft Defender for Endpoint: Real-time endpoint protection and behavior monitoring
- Blackpoint MDR: Continuous security monitoring and response
- Remote Management Tools (NinjaOne RMM): Device status, performance indicators, and connectivity monitoring

This approach provides proactive visibility into both system health and security-related events across managed environments.

3.9 Do you offer or partner for laptop encryption?

Yes. AIT supports laptop encryption using native operating system technologies, primarily Microsoft BitLocker for full-disk encryption on Windows devices. Where appropriate, encryption may be supplemented with additional endpoint security and device recovery tools to support data protection in the event of device loss or theft.



3.10 If hosting/co-location is an option please describe details of option i.e., services, vendor, partners, etc.

Yes. AIT offers hosting and co-location services through professional third-party data center partners that provide secure, enterprise-grade facilities with redundant power, cooling, and connectivity.

AIT has a strong relationship with Ark Data Centers, a Midwest-based provider offering modern, secure data center facilities. Hosting and co-location options are evaluated based on customer requirements and operational needs.

4. Support

4.1 Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

AIT provides structured, responsive technical support through a combination of experienced personnel, defined processes, and enterprise-grade tooling. Our support model is designed to ensure efficient issue resolution, clear escalation paths, and consistent communication while supporting both managed and co-managed environments.

Assistance Request Process and Client Access

- *Referenced in Sections – B.1.9, B.2.4, B.3.2*

Clients can request support through multiple channels, including phone, email, and a web-based help desk portal. AIT utilizes a centralized IT Service Management (ITSM) platform (HaloPSA) that enables real-time ticket tracking, automated routing, reporting, and visibility into service activity.

The ITSM platform includes a self-service client portal, allowing the City of Two Rivers to:

- Submit and track service requests
- View ticket status and updates
- Access dashboards with key service metrics and reporting

This approach ensures transparency, accountability, and efficient communication throughout the support lifecycle.

Support Hours & Monitoring Coverage

- *Referenced in Sections – B.1.7, B.3.1, B.3.7, B.3.8*

AIT provides support during standard business hours, has 24x7x365 capacity via a night-staff, monitoring and on-call escalation coverage for managed systems. Proactive monitoring and security tools are used to identify issues related to system availability, performance, and security, allowing many issues to be addressed before they impact users.

Escalation Process

- *Referenced in Sections – B.1.2, B.2.5*

AIT follows a clearly defined escalation model aligned with the co-managed structure outlined in this proposal:



- Level 1 & Level 2 Support: Handled by the City of Two Rivers IT staff, covering frontline triage and advanced troubleshooting.
- Level 3 Support: Provided by AIT and engaged when issues are complex, high-risk, business-critical, or require root-cause analysis, system changes, or architectural adjustments.

AIT's Level 3 engineers perform root cause analysis, implement permanent fixes, execute infrastructure changes, and provide guidance back to City IT staff to prevent recurrence. Escalation decisions are made collaboratively, with urgency based on business impact.

Response Times

- *Referenced in Section – B.2.8*

AIT operates with defined response time targets based on issue priority (Critical, High, Medium, Low, and Proactive). While not every issue fits neatly into a predefined category, AIT makes every effort to adhere to these targets and applies technician judgment to ensure appropriate prioritization. Emergency escalation options are available when business conditions require immediate attention.

Staffing Levels & Expertise

- *Referenced in Sections – B.2.1, B.2.5*

AIT maintains a strong internal support organization with Level 1 through Level 3 engineers, supported by dedicated project engineers and onboarding specialists. Our team brings experience across infrastructure, networking, security, cloud services, and end-user support.

AIT's leadership team—including the Director of Services, CTO, and CEO—actively serves as part of the Level 3 escalation structure and is involved in technical oversight, complex issue resolution, and strategic decision-making on a regular basis.

Help Desk Locations

- *Referenced in Section – B.2.6*

AIT's support operations are based in Green Bay, Wisconsin, and Denver, Colorado, providing regional coverage, redundancy, and access to local engineering resources when onsite support is required.

4.2 Please provide details on your standard reporting capabilities.

AIT provides structured and transparent reporting to support operational visibility, accountability, and ongoing alignment with the City of Two Rivers' service and strategic objectives. Reporting is delivered through a combination of automated dashboards, PSA tracking tools, and scheduled review meetings.

AIT utilizes HaloPSA and MSPBots as our primary reporting and analytics platforms. Both platforms include client-facing portals that allow designated City stakeholders to access real-time and historical data related to service activity, ticket performance, and key operational metrics.

Standard Reporting Capabilities include:

- **Weekly Operational Reporting:** Covers ticket volumes, response and resolution times, help desk activity, and system availability where applicable.



- Monthly KPI and Service Performance Reporting: Reviews agreement adherence, service trends, asset and lifecycle considerations, and overall alignment with the managed services agreement.
- Quarterly Business Reviews (QBRs): Provides strategic-level reporting, including trend analysis, system health, security and risk posture, lifecycle planning, and recommendations for service or technology improvements.
- Ongoing Service Performance Reviews: Supports continuous improvement through adjustments to processes, tooling, or service scope as operational needs evolve.
- Managed Services Component Reporting: Includes visibility into monitoring, backup and disaster recovery status, endpoint protection, email security, patch management, and other core managed service components.

This reporting framework ensures the City of Two Rivers has consistent access to meaningful data, supports informed decision-making, and maintains transparency across both day-to-day operations and long-term technology planning.

4.3 Describe any documentation and support (e.g., user manuals, online help, interactive demos, web-based seminars, and knowledge base) that will be available, both from the technical perspective and the end user perspective.

AIT provides structured documentation and support resources designed to serve both technical teams and end users, ensuring consistency, usability, and operational clarity.

From a technical perspective, AIT maintains detailed documentation within our centralized documentation platform (Hudu). This includes network and system diagrams, standard operating procedures, escalation workflows, configuration standards, security practices, and resolution guides for recurring issues. These resources support effective troubleshooting, onboarding, continuity, and collaboration in both managed and co-managed environments.

From an end user perspective, AIT provides clear, user-friendly materials such as help desk engagement guides, portal instructions, escalation expectations, and FAQs. End users are further supported through direct interaction with AIT's help desk, which serves as an ongoing, practical support and training resource.

AIT also offers ongoing education through security awareness training, webinars, and knowledge-sharing sessions. Clients may participate in PizzaCast, AIT's monthly lunch-and-learn series with vendors and industry experts and receive access to AIT blogs and whitepapers focused on IT operations and security trends.

Documentation and training needs are reviewed through regular touchpoints, including Quarterly Business Reviews (QBRs), to ensure materials remain current and aligned with organizational needs.

4.4 What options are available for user training and technical training that may be required by staff?



Training options are discussed and defined collaboratively based on the City's needs, service model, and operational priorities, as outlined in the preceding documentation and support sections. AIT may provide guidance for end users and IT staff related to system usage, security awareness, and support engagement processes where appropriate. Additional training opportunities may also be available through technology vendors or partners, depending on scope and requirements. Any training approach is reviewed periodically to ensure alignment with agreed-upon responsibilities and expectations.

4.5 Describe any user groups, websites, newsletters, conferences, or any other means you support for share information and soliciting service feedback.

AIT supports information sharing and service feedback through a combination of educational sessions, thought leadership, and industry participation. We host PizzaCast, a periodic lunch-and-learn series focused on relevant technology topics and vendor solutions and publish a monthly Tech Tips blog and whitepaper series addressing practical IT and security considerations.

AIT maintains engagement with industry resources through subscriptions to professional publications such as Tech Tribe, participation in industry associations, and attendance at technology conferences and trade shows, including Pax8 Beyond. We also use digital channels to share updates and encourage client feedback, which is reviewed and addressed as part of our continuous improvement process.

4.6 How do you monitor customer satisfaction and qualify assurance on an ongoing basis and how might we benefit from this process?

AIT monitors customer satisfaction and service quality through a combination of operational metrics, structured reviews, and direct client feedback. On an ongoing basis, we track service performance using data from our service management platforms, including ticket response and resolution times, alert trends, system health indicators, and service volume patterns. These metrics allow us to objectively measure service delivery and identify areas requiring attention or improvement.

Customer satisfaction feedback is captured through CSAT surveys administered via our help desk platform (HaloPSA). This feedback is reviewed alongside service metrics to provide a holistic view of service quality and client experience.

These operational and satisfaction metrics are reviewed during regular account touchpoints and formalized through Quarterly Business Reviews (QBRs). QBRs provide a structured forum to review service performance, trends, security posture, and lifecycle considerations, while also identifying improvement opportunities and aligning priorities going forward.

4.7 The City of Tow Rivers user base varies considerably in its level of technical sophistication. Please describe your experience in successfully supporting users that may be remote and possess limited technical skills.

AIT places a strong emphasis on end-user experience and understands that successful support is as much about communication and empathy as it is about technical expertise. Our engineers are trained to work patiently and respectfully with users of all technical skill levels, using clear, non-



technical language and a calm, supportive approach. By combining strong soft skills with secure remote access tools, we ensure issues are resolved efficiently while maintaining a positive and confidence-building experience for every user.

5. Pricing & Contracts

5.1 Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option.

See attached pricing schedules and cost worksheets.

5.2 Please attach a Master Services Agreement or other legal documents beyond a proposal which accompany a proposal.

Attached you will find the All In Technology Master Services Agreement (MSA) and the Schedule of Third-Party Services. Links to each have also been provided.

[Master Services Agreement \(MSA\)](#)

The MSA defines the overarching legal framework for our engagement, including service terms, responsibilities, confidentiality, liability, and general conditions governing the delivery of managed and professional services.

[Schedule of Third-Party Services](#)

This schedule outlines the third-party vendors and service providers that may be used in delivering services, clarifies that their applicable terms and EULAs apply, and documents our approach to third-party risk and vendor management

Both documents are included within the AIT Sales Quote and are provided for review with then intent to support transparency and clarity throughout the engagement.

6. References

6.1 Please provide at least three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

See attached references. All listed customers participate in AIT’s co-managed IT service model and have environments similar to the proposed solution.

City of Boulder	Don Mulvey	3034413080	mulveyd@bouldercolorado.gov	Municipality
City of Arvada	Erin Green	7208987872	egreen@arvada.org	Municipality
KemperSports	Mike Blake	8474804865	mblake@kempersports.com	Hospitality
Umoja Biopharma	Shawn Bleam	3038170117	Shawn.bleam@umoja-biopharma.com	Biopharma
Professional Rodeo Cowboys Assoc	Mario Ortivez	7195284740	mortivez@prorodeo.com	Tourism