

# RFP #2021-04 IT Support and Consulting Services

Prepared For:

**Town of Windermere**



Robert Smith  
Town Manager  
Town of Windermere  
614 Main Street  
Windermere, FL 34786

July 26, 2021

Re: RFP #2021-04 IT Support and Consulting Services

Dear Mr. Smith:

Computer Business Consultants is pleased to present our qualification documents in response to RFP #2021-04 IT Support and Consulting Services.

Since Computer Business Consultants began work with the Town of Windermere in April of 2016, a respected partnership between our two organizations built upon a strong foundation has formed. We hope we may continue providing the Town of Windermere continual IT Support and Consulting Services and truly appreciate your consideration.

In anticipation of writing this document, Computer Business conducted an extensive review of our past IT Support and Consulting Services for the Town of Windermere, scrutinizing our practices to better meet the exact specifications stated in the RFP. While Computer Business Consultants celebrates an overall successful relationship with Town of Windermere, areas exist where we can strengthen our services and, in turn, our partnership.

We are grateful for the opportunity the Town of Windermere provided to us as the IT Business Partner these past five years. More than that, we are hopeful that we can be entrusted for many years to come.

Sincerely,

Clifton A. Pownall  
President & CEO  
Computer Business  
Consultants, Inc

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## Company Background

Founded in 1996, Computer Business Consultants, Inc., is a veteran-owned, registered Florida corporation with principal operations in Orange County, Florida. Computer Business Consultants specializes in comprehensive managed IT Services and Solutions.

### About Computer Business Consultants

Computer Business Consultants offers a full suite of tailored IT services, ranging from Professional Consulting, Managed IT, Network and Internet Security, Backup and Disaster Recovery, Cloud Hosted Services, and Mobile Device Management. Our Security Operations Center monitors client networks, data storage, backups, software, and security 24 hours per day, 7 days a week 365 days a year.

Since our founding 25 years ago, Computer Business has obtained a prestigious reputation by providing services world-wide to businesses, municipalities, and agencies small and large. We service a broad range of industries, including law enforcement, municipalities, healthcare, technology, financial, manufacturing, legal, logistics, B2B and B2C, and the U.S. military. For more information, visit us at [www.ComputerBusiness.com](http://www.ComputerBusiness.com).

### Customizable services and solutions include:

- Information Technology Networking Management
- Network, Data, and Internet Security
- Data Backup and Disaster Recovery Protection
- Server Virtualization
- Cloud Computing
- PC Service, Support, and Repair
- Wireless Security
- Information Technology Consulting Services

### Market Focus

- Law Enforcement
- Healthcare
- Financial Services
- Legal
- Manufacturing
- Government and Municipalities
- Hospitality and Tourism

## Mission

*“To facilitate the success of our team and our business partners with QCE: Quality, Commitment and Excellence.”*

- **Quality** in the service we provide.
- **Commitment** to our team and our business partners.
- **Excellence** as the standard for everything we do.

## Vision

*“To be the leader in IT services by enabling our business partners to achieve long-term success using our innovative and comprehensive IT solutions.”*

## Value Statement

*“We value long-term partnerships, integrity, high-quality service, innovation, and striving for excellence.”*

## Recognitions

- 2021 Top 25 Florida Veteran-Owned Businesses
- 2021 Central Florida’s Top Technology Companies – Orlando Business Journal
- 2020 Central Florida’s Top Technology Companies – Orlando Business Journal
- 2019 Top 25 Florida Veteran-Owned Businesses
- 2018 Top 25 Technology Companies – Orlando Business Journal
- 2017 Florida Companies to Watch (Finalist) – Grow FL
- 2017 Top 25 Technology Companies – Orlando Business Journal
- 2015 Bright House Regional Business Awards
- 2013 South Lake Chamber Business of the Year

## Leadership

### **Clinton Pownall**

President & CEO

Clinton Pownall has been an innovator in the IT field since 1990. First gaining exposure during his six-year service as a decorated Weapons Systems Technician in the U.S. Navy, he went on to obtain a Bachelor of Science in Computer Engineering. After founding Computer Business in 1996, he was one of the first to pioneer Voice-over-IP technology using satellite communications.

As member of the Florida Police Chiefs Association and the joint Florida Sheriff's Association, he advises law enforcement, government agencies, and businesses on cybersecurity. He is also actively involved with the U.S. Cybersecurity and Infrastructure Security Agency (CISA). Clinton served in regional efforts of the Bill & Melinda Gates NextGen Foundation. He served as Vice President of the Board of Directors for the Orlando Shakes Theater and is actively involved in the South Lake Chamber of Commerce, West Orange Chamber of Commerce, and the Orlando Economic Partnership.

His previous IT positions include Vice President of Technology for an enterprise computer telephony company and the Director of Technology for a developer of timeshare resorts.

### **Akter Khan**

Director of Technology & Services

Akter Khan leads our team with over 25 years of IT and other technical experience. He is an expert in designing, implementing, managing and supporting IT enterprise projects. His experience includes supporting a variety of software applications and business systems in a mixture of industries.

Akter received a Bachelor Degree in Business Information Technology from the University of Greenwich, UK. After graduating, Akter worked for HP as a lead HP Product Engineer, quickly followed by movement into upper management and has been in Managed IT Services for over 25 years.

### **Jeff Mathews**

Director of Operations

Jeff Mathews is an accomplished solutions-oriented professional with more than 20-years' experience in managing and supporting IT projects and initiatives. Jeff graduated from The University of South Florida. Using his experience and education Jeff has been an integral component of large projects in data migration, software implementation, Windows provisioning, and international office strategies. His experience in leadership, project management, organizational processes, and communications of retail, education, healthcare, and engineering provide a strong asset to our team.



## Experience

With over 25-years' experience, Computer Business leads the field in IT Consulting and Managed IT services. As part of our IT Managed Services, Computer Business maintains a comprehensive Help Desk, Service Request system, and 24 hours a day IT Monitoring and Management System.

### **Public Safety and Criminal Justice**

Computer Business has extensive experience in public safety systems, Criminal Justice Information Systems (CJIS), and related security policies. All Computer Business technical staff are CJIS certified and are current with fingerprint and criminal background checks conducted by multiple law enforcement agencies. Computer Business has an unparalleled 100% passage rate of all CJIS Technical audits conducted as the technical lead.

Computer Business staff participates regularly in the joint Florida Police Chiefs and Florida Sheriff's Association Cyber Threats Board and with Homeland Security's Cybersecurity & Infrastructure Security Agency (CISA).

### **Similar Clients**

Computer Business provides services to a broad range of markets including law enforcement, healthcare, technology, financial, manufacturing, legal, logistics, B2B and B2C, and the U.S. military.

Currently Computer Business is the IT provider of the Town of Windermere, and has extensive experience with many similarly sized organizations requiring similar services. For further information see the References section in this document.

## References

### **Fundamental Business Services**

14 Front Street  
Suite107  
Hempstead, NY 11550  
(516) 486-3120

**Contact:** Dennis Farrell - [dfarrell@fbsnet.com](mailto:dfarrell@fbsnet.com)

**Locations (1):** Hempstead, NY

Client has 14-employees with 200 municipal users. Provides services to municipalities and other agencies for enforcing regulations and ordinances.

**Computer Business Services:** Complete IT Managed Services for IT operations and facilities to support 200 New York City municipality employees within multiple locations utilizing secure remote services.

Services include maintenance & support for Data Center comprised of Windows AD, SQL and Application Servers, and Linux Servers in a High-Availability Cluster VM server environment with complete redundancy and disaster recovery. Network/Internet Security, and general IT maintenance & support.

### **Atex Distributing**

2900 West Orange Avenue  
Apopka, FL 32703  
(407) 814.4866

**Contact:** Tammy Alverson - [Tammy@atexac.com](mailto:Tammy@atexac.com)

**Locations (3):** Florida, Louisiana, Indiana

**Computer Business Services:** Complete IT Managed Services for 3 locations. Maintenance & Support of all locations and 1 data center comprised of Windows AD/Exchange Servers, SQL and Application Servers, and Linux Servers in a virtual platform. Network & Internet Security, website and web application, and general IT maintenance & support.



**Sand Lake Imaging**

9350 Turkey Lake Road  
Orlando, FL 32819  
(407) 363-2772

**Contact:** Jan Giles - [jgiles@sandlakeimaging.com](mailto:jgiles@sandlakeimaging.com)

**Locations (3):** Orlando, FL; Maitland, FL; Lady Lake, FL

**Computer Business Services:** Complete IT Managed Services. Maintenance & Support for 3 Data Center locations encompassing 46 servers comprised of Windows AD/Exchange Servers, SQL and Application Servers, and Linux Servers in a High-Availability Cluster VM Servers environment with a full redundant offsite data center. Network/Internet Security, website and web application, and general IT maintenance & support.

**Town of Oakland Police Department**

540 Oakland Ave.  
Oakland, FL 32760  
(407) 656.9797

**Contact:** Chief John Peek - [jpeek@oaklandpd.com](mailto:jpeek@oaklandpd.com)

**Locations (1):** Oakland, FL

**Computer Business Services:** Complete IT Managed Services. Maintenance & Support for 1 location encompassing an Active Directory Server, 9 Office workstations, with 22 Mobile Computer Tablets, Network/Internet Security, Multifactor Authentication, CJIS Audit, and general IT maintenance & support.

## Service Approach

Computer Business Consultants offers a full suite of tailored IT services to meet the needs of each client while ensuring minimal downtime and maximum protection and security. Computer Business strives to maintain a strong partnership with our clients as better communication results in better planning for upcoming projects, audits, budgets, and new hardware and software deployments.

## Remote Management and Monitoring

Computer Business utilizes the top industry standard Remote Monitoring and Management tools to proactively ensure the efficiency of our managed IT systems. With the use of secure 24/7 remote automation, Computer Business is able to proactively maintain and monitor client IT systems while minimizing security risks.

Internal monitoring agents are installed on each device and continuously report to Computer Business monitoring servers the processes, services, hardware, and patching as well as blacklisted software and end-user activity. When an internal monitor alert is generated, a service request is automatically opened and sent to a technician for evaluation. In some cases, the automated agent is able to resolve the issue and automatically document and close the service request.

Our proactive monitoring agents enhance the service quality of our managed IT systems. Internal monitors maximize the lifespan of IT systems by ensuring approved Operating System security patches and updates are applied regularly.

Catastrophic failure is not a concern because our remote monitoring and management systems provide a proactive approach in resolving potential issues before they grow into a problem which delays our clients.

## Security

Computer Business takes a multi-faceted approach to combating and protecting against cybersecurity threats. We have a fully staffed, 24/7 Security Operations Center (SOC) team to monitor and stop threats. Our SOC team works to detect, mitigate, and remediate threats as they occur.

### Firewalls

Computer Business uses the latest in firewall protections for the prevention and detection of network and internet traffic. Utilizing the latest in zero-day threat evaluation, firewall security services include Content Filtering to prevent end-users from visiting prohibited or malicious sites; Gateway Anti-Virus protection; Deep Packet Inspection; and Intrusion Detection and Prevention services. One major innovation over our competitors is our deployment of SSL Deep Packet Inspection to ensure even encrypted traffic, which makes up over 90% of all internet traffic, will not harm your system.

## **Email Protection**

Computer Business uses the latest in Hosted Email Security services to pre-screen incoming emails and their embedded content to detect spam, harmful attachments, and phishing attempts.

As part of the Hosted Email Security service, Computer Business maintains a Public Records Retention Policy for the storage and retention of all email communications for both incoming and outgoing email as required by law.

## **Endpoint Detection and Response Protection**

All Computer Business monitored workstations, laptops, desktops, mobile devices, and servers have an Active EDR (Endpoint Detection and Response) agent installed that utilizes the latest and most secure methods in the prevention, detection, and remediation of ransomware and viruses.

Active EDR agents are very different from legacy Anti-Virus and End Point Protection. Earlier security solutions focused on identifying specific malware and provided alerts that would trigger further investigation by technical staff. EDR utilizes an artificial intelligence (A.I.) to detect suspicious activities on devices, and auto initiates remediation if it detects malicious activities.

Computer Business offers a dedicated Security Operations Center team to further protect our clients 24 hours per day, 7 days a week 365 days a year. Although these precautions are expensive in both cost and resources, we believe these are necessary and the right steps to protect against the new wave of hacking and ransomware tactics, techniques, and procedures.

Computer Business is committed to partnering with our vendors and the department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) to continuously monitor and assess current security impacts in an effort to proactively protect our clients.

## **Criminal Justice Information Systems Security Policy**

Computer Business has extensive experience in public safety systems and with Criminal Justice Information Systems (CJIS) and related security policies. All Computer Business technical staff are CJIS certified and are current with fingerprint and criminal background checks conducted by multiple law enforcement agencies. Computer Business has an unparalleled 100% pass of all CJIS Technical audits conducted with Computer Business as the technical lead.

The use of CJIS for the Town's Police Department requires timely and secure access to Criminal Justice Information (CJI). Computer Business follows the security management policies set by the Advisory Policy Board (APB), the Florida Department of Law Enforcement (FDLE), and the Federal Bureau of Investigation (FBI) to protect the Police Department's Criminal Justice Information Systems (CJIS). Computer Business provides operational and technical security requirements mandated to protect CJIS and the protects hardware, software and infrastructure required to enable the services.

## **Compliance**

Computer Business maintains the strictest compliance measures and utilizes a combination of the strictest polices of the HIPAA, CJIS, PCI, and SOX compliance policies.

## Backup and Disaster Recovery

All Computer Business monitored servers include a fully-licensed, local backup agent. Backups are performed on an incremental schedule depending on the type of server. Full encryption is used in both the transmission and the storage of backup files. Backup endpoints are secured and hidden on the network to avoid detection in event of a security compromise. Multiple hidden encrypted backup retentions are also maintained to further alleviate security compromises of ransomware attacks.

## Records Management and Compliance

Computer Business adheres to all requirements in maintaining records in accordance with local, State, and Federal public records retention requirements. All Service Request, Purchase, Invoice, and Payment records are securely maintained by Computer Business using its IT management database.

## Billing and Payments

Account administrators can easily view & manage invoices and make payments using our Billing Portal at [billing.ComputerBusiness.com](http://billing.ComputerBusiness.com)

Invoices are sent via email to the assigned billing person or department.

Payments are accepted in the form of check, credit card, or ACH.

## Service Requests

### Portal Access

To create and manage service and support requests, view billing, and update company settings the Computer Business Service and Support Portal can be accessed from [support.ComputerBusiness.com/portal](http://support.ComputerBusiness.com/portal).

Portal features can be controlled by designating assigned users to different access levels:

Function Description	Admin	Finance	Primary	User
Manage All Service Requests	X		X	
Manage Own Service Requests	X	X	X	X
Access Reports	X		X	
Approve Service Requests	X		X	
Billing Enabled	X	X		
View Payments	X	X		
Manage AutoPay	X	X		
View Credits	X	X		
View/Print Invoices	X	X		
View Agreements	X			
Maintain Company Preferences	X		X	
Update Company Contacts	X		X	
View Projects	X		X	

### **Email and Phone support**

Support requests can also be made by sending an E-mail to:

Service-Request@ComputerBusiness.com

with a summary of the issue in the subject line or by calling (407) 654-5600.

### **After Hours Support**

Computer Business normal business hours are Monday – Friday, 7:30a – 6:30p EST. For after-hours IT support, call or send a text to our after-hours support number at 321-236-CBCI (2224) or call our main number at 407-654-5600 option #1 with your contact information and a brief description of the issue.

### **Service Requests Workflow**

Once a service request is received, a technician will respond within one hour unless the requests was escalated or designated as urgent.

Our remote monitoring and management agent allows Computer Business technical staff to quickly assess the issue, remotely access if needed, and resolve the issue. If the issue is unable to be unresolved remotely, a technician will be dispatched onsite to remediate.

Computer Business prioritizes incoming support requests effectively so that critical issues are given the necessary priority.

Requests received by the Town of Windermere Police Department are automatically flagged with the highest priority. As the Town of Windermere Police Department's current IT provider, Computer Business has repeatedly demonstrated a high priority level of support and commitment.

## **Systems Management and Support**

- Computer Business routinely performs operating system maintenance and support, software updates, firmware updates, and the maintenance of our client's equipment. Preventive maintenance is scheduled after-hours to minimize end user down time.
- Support is performed and managed entirely by Computer Business for the diagnosis and corrective actions for computer related applications and hardware.
- Networks and computer systems are continuously monitored for uptime, security vulnerabilities, and are maintained regularly as prescribed by the manufacturer.
- Application and database maintenance is regularly performed in accordance with the software vendor's best practices and guidelines.
- Maintenance records of all supported equipment is maintained thoroughly by Computer Business.
- All Service Requests are thoroughly documented and retained and sent to the Town designated staff for review.
- Computer Business provides complete planning and design services for major system enhancements including upgrades to existing systems and provides recommendations for innovative technology purchases when requested or necessary.
- Installation and support for new equipment and software, including transfers of existing data for PCs, laptops, mobile devices, and servers.

## Cost Proposal

The Computer Business IT service model is a monthly billed service based on a per device and a per independent network for cost basis.

In the budget, Computer Business has broken down the Town’s expenditures by category then by department. The budget accounts for the new Town facilities.

### Expenditures by Fiscal Year

Computer Business places a strong emphasis on security and utilizes several outside vendors to provide licenses for these services. As it is often hard to predict the future costs of the vendor licenses, we have built in a 10% annual increase provision for the outside vendors portion of our Cost Proposal. This increase will only take place if the vendors increase their annual license costs. Otherwise, the annual IT budget will remain the same for fiscal years 2022, 2023 and 2024.

The total budgeted costs for the 3-year term of contract for Fiscal years 2022, 2023, and 2024 is not to exceed \$274,300.40. Variable costs are outside vendors and Repairs/Unexpected projections and will not exceed budgeted amounts.

Category	FY 2022	FY 2023	FY 2024	Total FY 2022 - 2024
Managed Services	\$39,276.00	\$39,276.00	\$39,276.00	\$117,828.00
Remote Workplace	\$2,808.00	\$2,808.00	\$2,808.00	\$8,424.00
Offsite Backup	\$2,988.00	\$2,988.00	\$2,988.00	\$8,964.00
Outside Vendors	\$15,862.36	\$17,448.59	\$19,193.45	\$92,265.29
Repairs/Upgrades	\$28,860.00	\$28,860.00	\$28,860.00	\$86,580.00
<b>Total</b>	<b>\$89,794.36</b>	<b>\$91,380.59</b>	<b>\$93,125.45</b>	<b>\$274,300.40</b>

For the additional 2-year term the total costs not to exceed are as follows. Variable costs are the Outside Vendors and Repairs/Unexpected projections and will not exceed budgeted amounts.

Category	FY 2025	FY 2026	Total FY 2025 - 2026
Managed Services	\$43,203.60	\$43,203.60	\$86,407.20
Remote Workplace	\$3,088.80	\$3,088.80	\$6,177.60
Offsite Backup	\$3,300.00	\$3,300.00	\$6,600.00
Outside Vendors	\$21,112.79	\$23,224.07	\$77,912.60
Repairs/Upgrades	\$31,746.00	\$31,746.00	\$63,492.00
<b>Total</b>	<b>\$52,858.79</b>	<b>\$54,970.07</b>	<b>\$107,828.87</b>

These prices are guaranteed and will only increase if devices or locations are added to the total count of supported equipment.

The line items for “Repairs/Upgrades” have a recommended contingency budget for repairs and miscellaneous unbudgeted and unforeseen expenses. These expenses include application upgrades on the Administration’s document imaging server or the Police Department’s outsourced applications (through FDLE or SmartCop with the City of Winter Garden). These funds will be used only when necessary.

## Expenditures by Category by Department

The annual expenditures below outline specific expenditures by category by department. These expenditures take the new Town of Windermere facilities into account.

### Managed Services

Based on the current number of devices and the services outlined in RFP 2021-04 IT Support and Consulting Services, the total annual IT budget for the Managed IT services portions is \$39,276.00. This price will be held firm for fiscal years 2022, 2023, and 2024 with no more than a 10% increase during the additional 2-year term for fiscal years 2025 and 2026.

Annual breakdown by department by device for Managed Services

	Admin.	Clerk	Code Enforc.	Finance	Public Works	Police Dept.	Annual Total
<b>Managed Services</b>							
Workstations	3	1	1	2	2	21	\$15,120.00
Virtual Host Server	1					1	\$4,296.00
Servers/Services	2					1	\$8,244.00
Network Security Primary	1					1	\$4,776.00
Network Security Secondary					1		\$1,548.00
Network Devices	3					5	\$1,344.00
Secure Backup Storage Devices	1					1	\$1,896.00
Secure WiFi AP	8				1		\$2,052.00
<b>Sub-Total Managed Services</b>	<b>\$14,820.00</b>	<b>\$504.00</b>	<b>\$504.00</b>	<b>\$1,008.00</b>	<b>\$2,784.00</b>	<b>\$19,656.00</b>	<b>\$39,276.00</b>

Please Note: Each Workstation and Server include an Active EDR Security End Point Protection agent for ransomware and virus protection. Each Server includes a local Backup and Disaster Recovery Agent license.

### Remote Workplace

Annual Cost \$2,808.00

Admin: 3; Clerk 1; Finance 2

Remote Workplace licenses for secure remote access to devices by remote workplace employees at monthly cost of \$39.00 per user. Based on current usage of six users, the annual Remote Workplace totals are \$2,808.00 and remain steady for Fiscal Years 2022 – 2024 with a 10% projected increase for Fiscal Years 2025 - 2026.

### Offsite Backup

Admin server annual Offsite Backup cost is \$2988.00 for fiscal years 2022, 2023, 2024 with an estimated annual increase to \$3,300 for fiscal year 2025 & 2026.

Offsite backups up to 1TB data per server are \$249.00 per month per server. With each additional 1TB at \$249.00 per month. Based on current usage, annual offsite backup costs are \$2,988.00. If data usage exceeds 1TB, the costs of offsite backups will increase to \$5,976.00 for fiscal years 2022-2024 and \$6,600 for fiscal years 2025 & 2026.



## Outside Vendors

Outside vendors licenses and services are required to maintain IT Services. The outside vendors are used to ensure wireless network security, internet security, and email security and retention.

Outside Vendor	Admin.	Clerk	Code Enforc.	Finance	Public Works	Police Dept.	Annual Total
Cisco Meraki (City Hall - Guest)	\$1,050.00						\$1,050.00
Firewall Security Services	\$1,040.00					\$1,040.00	\$2,080.00
DUO MFA (October)						\$720.00	\$720.00
<b>App River Email Security/Retention</b>	<b>Number of Licenses</b>						
Office 365 (November)	50	1	1	2	5	27	\$4,955.15
SecureTide (February)	50	1	1	2	5	27	\$981.02
Domain Fee (February)	1						\$120.00
Archiving Global Relay (Feb)	50	1	1	2	5	27	\$5,956.19
<b>Annual-Total App River*</b>	<b>\$7,034.16</b>	<b>\$138.28</b>	<b>\$138.28</b>	<b>\$276.57</b>	<b>\$691.42</b>	<b>\$3,733.65</b>	<b>\$12,012.36</b>
*Includes 3% Discount for Annual Prepay							
Admin Includes 55 Board/Committee Members, Printer/Scanner, and Calendar							
<b>Total 2022 Annual Expenditures</b>	<b>\$9,124.16</b>	<b>\$138.28</b>	<b>\$138.28</b>	<b>\$276.57</b>	<b>\$691.42</b>	<b>\$5,493.65</b>	<b>\$15,862.36</b>

## Repairs/Upgrades & Unexpected Expenses

Upgrades and Unexpected Expenses for Repairs due to hardware failure and software migration is always hard to predict. For failure rates and unforeseen emergencies Computer Business recommends a contingency emergency annual expenditure fund for IT related expenses for each of the fiscal years 2022-2024. These budgeted expenditures can be placed into a general repairs/emergency fund.

Ancillary Expenditures	Admin.	Clerk	Code Enforc.	Finance	Public Works	Police Dept.	Annual Total
Incidental/Repairs/Upgrades	\$3,500.00	\$280.00	\$280.00	\$560.00	\$560.00	\$5,880.00	\$11,060.00
Labor/Support/Services	\$4,500.00	\$600.00	\$600.00	\$1,200.00	\$1,200.00	\$9,700.00	\$17,800.00
<b>Total Ancillary Expenditures</b>	<b>\$8,000.00</b>	<b>\$880.00</b>	<b>\$880.00</b>	<b>\$1,760.00</b>	<b>\$1,760.00</b>	<b>\$15,580.00</b>	<b>\$28,860.00</b>

This is for planned upgrades, equipment failure/repairs and unforeseen support issues for 3rd party vendors such as

## Additional Devices

For New Devices or Upgrades/Purchases<sup>1</sup>, the budgeted costs are:

- Laptops: \$1,900 (Product & Labor)
- Desktops: \$1,500 (Product - Includes Monitor & Labor)
- Police Patrol MCT: \$480.00 (Not to Exceed labor only - MCT hardware supplied by PD)

With each new user device there will be an additional annual cost (based on current vendor rates):

- Workstation/Laptop/MCT: \$42.00/month
- Server: \$229/month
- DUO MFA for Police Department: \$36.00/year (\$3/month Pro-rated to Annual)
- Email Security & Retention: \$11.52/month (Pro-rated to Annual Pre-pay)

<sup>1</sup> Estimated cost. Pricing based on current hardware and software vendor pricing

## User Management and Security

Computer Business maintains all user access and user security. Upon notification of terminated employees, all security access for the user is revoked. New employees and employee access is granted on a basis as prescribed by the Town.

## Supervision and Personnel

Computer Business, led by the CEO, has two directors in place that oversee the IT support and consulting and the business operations. The Computer Business IT team combines the expertise of a highly experienced group of professionals to provide quick resolutions and exceptional customer service.

Technical services, led by the Director of Technology and Services, oversees all technical aspects of the organization and the technical services team. All Service Request resolutions and service times are thoroughly documented and reviewed. A full detailed audit is performed by the director to identify improvements or inconsistencies.

The Director of Operations oversees the flow of the business organization and ensures policy and procedure adherence by all members of the staff.

Oversight and controls are maintained using the Computer Business main line of business application for IT management. These controls are both automated and continuously reviewed by assigned staff with strict oversight. Comprehensive documented policies and procedures exist in the organization that specifically outline oversight and controls.

Technical escalation is gained through the employment of three levels of technical aptitude. Assignment of the level of technician is determined by the need of the technical expertise.

## Required Forms

- a. Response Cover
- b. Hold Harmless Agreement
- c. Certificate of Insurance
- d. Non-Collusion Affidavit
- e. Drug Free Workplace Form
- f. Evidence of the officer's authority to sign the response

# RFP #2021-04 IT Support and Consulting Services

RESPONSE TO: RFP 2021-04 IT SUPPORT AND CONSULTING SERVICES  
ROBERT SMITH, TOWN MANAGER  
614 MAIN ST. WINDERMERE, FL 34786

I acknowledge receipt of any/all Addenda: Clinton A. Pownall of Computer Business Consultants, Inc

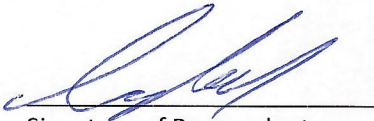
I have included:

- Hold Harmless Agreement
- Certificate of Insurance
- Non Collusion Affidavit
- Drug Free Workplace Form

Mailing Address:

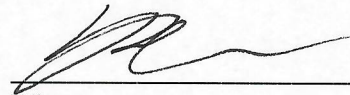
940 West Oakland Ave TELEPHONE 407-654-5600  
Suite A-8 FAX: 407-554-7326  
Oakland, FL 34787-1803 DATE 16 July 2021

BY signing and submitting this proposal, I am certifying that (a) I am a citizen of the United States; (b) I am not a member or an employee of any taxing authority; and (c) I do not represent any property owner in an administrative or judicial review of property tax issues.



President & CEO

Signature of Respondent



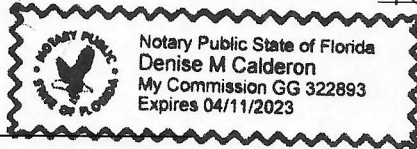
Witness

STATE OF FLORIDA  
COUNTY OF LAKE

Sworn to (or affirmed) and subscribed before me this 16 day of July, 2021, by (name of person making statement).



Notary Public



Personally Known  OR Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_

My Commission Expires 4/11/2023



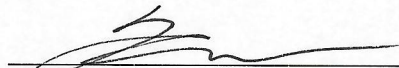
**HOLD HARMLESS AGREEMENT**

I Clinton A. Pownall (Respondent) agrees to indemnify and hold the Town harmless for any and all claims, liability, losses and causes of action which may arise out of its fulfillment of the contract awarded pursuant to this RFP. It agrees to pay all claims and losses, including related court costs and reasonable attorneys' fees, and shall defend all suits filed due to the negligent acts, error or omissions of Respondent or employees and/or agents of Respondent.

In the event the completion of a project awarded pursuant to this RFP (to include the work of others) is delayed or suspended as a result of the Respondent's failure to purchase or maintain the required insurance, the Respondent shall indemnify the Town from any and all increased expenses resulting from such delay.

  
Signature of Respondent

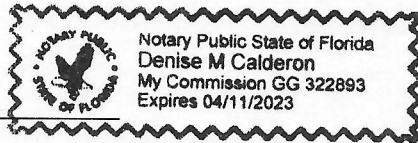
President & CEO

  
Witness

STATE OF FLORIDA  
COUNTY OF LAKE

Sworn to (or affirmed) and subscribed before me this 16 day of July, 2021, by (name of person making statement).



  
Notary Public



Personally Known X OR Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_

My Commission Expires 4/11/2023

c. Certificate of Insurance

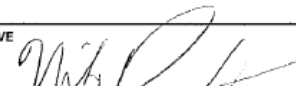
		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 07/15/2021
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.				
<b>IMPORTANT:</b> If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).				
<b>PRODUCER</b>  MIKE RICHARDS, AGENT 1381 CITRUS TOWER BLVD SUITE 4 CLERMONT, FL 34711		<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): 352-243-9400      FAX (A/C, No): 352-243-9404 E-MAIL ADDRESS: ADDRESS:		
<b>INSURED</b> COMPUTER BUSINESS CONSULTANTS INC. 940 W OAKLAND AVE STE A-8 OAKLAND, FL 34787-1803		<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
		INSURER A : State Farm Mutual Automobile Insurance Company		25178
		INSURER B : State Farm Fire and Casualty Company		25143
		INSURER C : State Farm Florida Insurance Company		10739
		INSURER D :		
		INSURER E :		

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR RNSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
C	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		98BLV8808	01/26/2021	01/26/2022	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COM/POP AGG \$ 4,000,000 \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY		D734153D2859 C651834F2059	04/28/2021 06/20/2020	10/28/2021 12/20/2021	COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ 250,000 BODILY INJURY (Per accident) \$ 500,000 PROPERTY DAMAGE (Per accident) \$ 250,000 \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) if yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y    N/A	98CAU0365	08/01/2020	08/01/2021	<input type="checkbox"/> PER STATUTE <input checked="" type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

<b>CERTIFICATE HOLDER</b>  Town of Windermere 614 Main Street Windermere, FL 34786	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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RFP #2021-04 IT Support and Consulting Services

NON-COLLUSION AFFIDAVIT

I Clinton A. Pownall (Respondent) of the firm of Computer Business Consultants, Inc (Respondent Firm Name) responded to the notice for calling for qualification for Auditing Services for the Town of Windermere. This proposal has been executed with full authority to do so. This response has been arrived at independently without collusion, consultation, communication or agreement for the purposes of restricting competition, as to any matter relating to qualifications or responses of any other responder or with any competitor, and no attempt has been made or will be made by the Responder to induce any other person, partnership or corporation to submit, or not to submit, a response for the purpose of restricting competition;

The Statements contained within this affidavit are true and correct, and made with full knowledge that the Town of Windermere relies upon the truth of the statements contained in this affidavit in awarding contracts for said services.

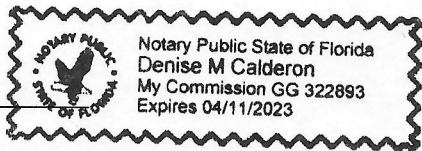
[Signature] President & CEO  
Signature of Respondent

[Signature]  
Witness

STATE OF FLORIDA  
COUNTY OF Lake

Sworn to (or affirmed) and subscribed before me this 16 day of July, 2021, by (name of person making statement).

[Signature]  
Notary Public



Personally Known X OR Produced Identification \_\_\_\_\_  
Type of Identification Produced \_\_\_\_\_

My Commission Expires 4/11/2023



**DRUG FREE WORKPLACE CERTIFICATION**

In order to have a drug-free workplace program, a business shall:

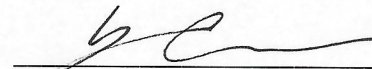
1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against an employee for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug free workplace, available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees from drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under this solicitation a copy of the statement specified in subsection (1) above.
4. In the statement specified in subsection (1), notify the employees that, as a condition of working in the commodities or contractual services that are under this solicitation, the employee will abide by the terms of the statement and will notify the employee of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the work place no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in, a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



\_\_\_\_\_  
President & CEO

Signature of Respondent



\_\_\_\_\_  
Witness

f. Evidence of the Officer's Authority to Sign the Response

Florida Department of Corporations 2021 Annual Report

**2021 FLORIDA PROFIT CORPORATION ANNUAL REPORT**

DOCUMENT# P96000008298

**Entity Name:** COMPUTER BUSINESS CONSULTANTS INC.

**Current Principal Place of Business:**

940 W. OAKLAND AVE  
SUITE A-8  
OAKLAND, FL 34787

**Current Mailing Address:**

940 W. OAKLAND AVE  
SUITE A-8  
OAKLAND, FL 34787

**FEI Number:** 59-3352127

**Certificate of Status Desired:** No

**Name and Address of Current Registered Agent:**

POWNALL, CLINTON A  
940 W. OAKLAND AVE  
SUITE A-8  
OAKLAND, FL 34787 US

*The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.*

SIGNATURE: \_\_\_\_\_

Electronic Signature of Registered Agent

\_\_\_\_\_ Date

**Officer/Director Detail :**

Title PCEO  
Name POWNALL, CLINTON A  
Address 940 W. OAKLAND AVE, SUITE A-8  
City-State-Zip: OAKLAND FL 34787

*I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.*

SIGNATURE: CLINTON A POWNALL

PCEO

02/09/2021

Electronic Signature of Signing Officer/Director Detail

\_\_\_\_\_ Date