



The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

The Iserv Company
5222 33rd St. SE, Grand Rapids, MI 49512
Phone: 888-644-7378
Fax: 616-493-0550

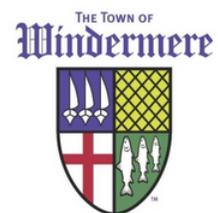
Tax ID: 06-1644362
Contact: Michael Kurley
Email: mkurley@iservgroup.com
Date: 7/29/2021



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Executive Summary/ Company Background

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

Executive Summary/Company Background

The Iserv Company, LLC (Iserv) was founded over 26 years ago in 1995. Originally located in a small office in Grand Rapids, MI, Iserv has expanded a national footprint with Core offices in Grand Rapids, MI, Windermere, FL, and Boston, MA. Iserv's corporate headquarters has served as a cutting-edge technology center that includes a Tier III SSAE 16 Type II data center, a 24/7/365 US-based Help Desk, as well as multiple on-site network connections to major telecommunications carriers such as AT&T, Comcast, US Signal, Verizon, and others. Iserv has significantly expanded over time and is a major player in VoIP, Public and Hybrid Cloud, Fiber Connectivity, Physical and Digital Security, and Managed Services. Below is a high-level overview of Iserv's core services:



In 2012, Iserv was purchased by 382 Communications, an employee-owned telecommunications company based in Boston, MA. 382 Communications invested significantly in Iserv and introduced expanded services in the Telecom space, and provided Iserv access to national carrier relationships. Other benefits include the establishment of a second data center in Boston, providing geographic redundancy.

Since inception, The Iserv Company, LLC (Iserv) has provided leading technology services by staying ahead of the ever-changing technology landscape and helping organizations of all sizes. Iserv is able to draw on a talented and professional engineering staff, leveraging experience designing and managing national multi-site projects and relying on a strong reputation in both large and small scale IT deployment.

Iserv has several unique advantages over other Managed Service providers: focusing on the technical needs of local businesses, non-profits, health care institutions, and various government agencies. Iserv currently serves over 12,000 customers in 26 states.



Iserv Understanding

Iserv understands that the Town of Windermere, FL is looking for qualified bids for a third-party Managed Services Partner to support the Town and provide recommendations and optimization regarding all things IT.

It is the goal of the Town that this partner provides general network administration, troubleshooting, hardware installation and support, server administration, hardware purchase consulting, and strategic IT planning for the Town of Windermere Administration, Public Works, and Police Department Staff.

Iserv has worked with companies and governments small and large over the last 26 years to provide a holistic and forward-looking IT roadmap that is right-sized for each organization's goals and budget. As it relates to the Town, Iserv understands that quickly and efficiently resolving any issues that appear is of the utmost importance as well as having a long term partner that can be relied upon to provide expert knowledge and help the Town get the most out of their infrastructure to support the residents of Windermere.

Iserv's goal is to work with the Town in providing a full assessment of the IT environment, analyzing it, and then deploying a plan to support the town and provide recommendations on optimization and reducing complexity. Iserv's 24/7/365 Network Operations Center will be proactively supporting all employee workstations, email, Server infrastructure, backups, and network. Included in these services will be quarterly business review sessions where Iserv and the town discuss operations, any concerns, and primarily future planning for any projects or new goals that come up over time.

Why Iserv

In addition to Iserv's significant experience throughout the years providing comprehensive IT support and planning, Iserv is a dedicated interest in the Central Florida area.

Iserv considers Central Florida to be a great opportunity to provide value as a full-service Managed Services and Cloud Services Provider. Iserv is dedicated to the region with one of the partners and owners of the joint 382 Communications/Iserv entity residing and operating in Windermere. In addition, Iserv's director of sales relocated to Windermere from Grand Rapids MI to focus exclusively on business development and relationship building in the central Florida area.

Not only is Iserv focused on the central Florida area, but the Town's profile is very similar to that of Iserv's core client base. SME's are Iserv's bread and butter where we are able to provide a boutique and customized service offering.



Experience

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

Experience

CJIS Experience

As reference above, Iserv has significant experience across multiple industries, but also in government work. Iserv provides services to the City of Grand Rapids and provides backup services to the Police Department where an understanding of CJIS encryption and compliance is vital. A majority of Iserv's advanced services team have a background working in government IT at various levels and have a deep understanding of architectures that best suit streamlined operations within those types of departments and environments. In addition to government work, Iserv has worked in a myriad of industries providing solutions to both fortune 500 organizations and small 5 person offices.

SD-WAN and Connectivity

Iserv manages the entire network for a 120+ location Affordable Housing organization. Iserv is responsible for provisioning all internet services (primary and secondary), full network management (Firewalls, Switching, WiFi), as well as facilitating VPN connections across all locations.

Hybrid Cloud and Public Cloud

Iserv manages multiple Public, Private, and Hybrid Cloud architectures for customers across many industries. A recent project includes the migration of an organization located in central Florida from three disparate server environments into a consolidated cloud-based and scalable solution.

On-Premise Servers

Iserv currently provides patching, security, and management for on-premise and virtualized servers across hundreds of customers. As part of this management, Iserv knows all end-of-life concerns for OS's, upgrade paths, and working with customers to build a plan for any changes that need to be made on applications, permissions, or integrations.

Backup and Disaster Recovery

Using a combination of best-in-class software (Veeam, Zerto, etc) and practices/procedures, Iserv makes sure that all core services are constantly backed up and meet each organization's RPO and RTO requirements. Iserv works on implementing and ensuring best practices and policies are met regarding data recovery for Server Data, Emails, Desktops, Databases, as well anything else desired or deemed critical by both Iserv and the Customer. In addition, Iserv works with each customer to develop a comprehensive Disaster Recovery plan in the event of unforeseen outages.



Email

As Microsoft Partner, Iserv has conducted many transitions to M365 as well as supporting M365 tenants. Iserv's 24/7/365 is available to help with license additions, changes, troubleshooting, and more on an as-needed basis. Iserv's Microsoft experts also analyze all of the licensing across an organization to make sure that the licensing tiers are appropriate and optimized appropriately.

Voice

The 382 Communications/Iserv combined entity operates a wholly-owned voice network that is interconnected with thousands of carriers internationally. Iserv is able to facilitate best-in-class telephony ranging from Enterprise VoIP, UCaaS, SIP Trunking, and Toll-Free to SMS Integration, POTS lines, and other services. The combined entity moves hundreds of millions of minutes worth of business traffic daily.



References

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

References

Preservation of Affordable Housing

Jeff Rohr

(816) 886-4115

jrohr@poahcommunities.com

Iserv provides fully managed networking and security solutions.

Viking Products

Dale Manske

(616) 588-9506

dmanske@vikingproducts.com

Iserv provides comprehensive connectivity, managed network, workstations, server, and backup, and Disaster Recovery services.

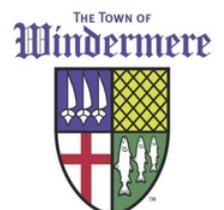
Baxter Restoration

Dave Baxter

(407) 423-5553

dave@baxterrestoration.com

Iserv provides comprehensive connectivity, managed network, workstations, server, and backup and Disaster Recovery services, as well as cloud consulting and deployments.



Service Approach

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

Service Approach

Overview

Iserv has a strong history of providing clients strong solutions in both staff augmentation and IaaS models within task, project, application, and budgetary constraints. Currently, Iserv manages a large portfolio of projects using proven service delivery methodologies and leadership that have led to successful projects and referenceable clients, and this will be reflected in every engagement that the Town and Iserv work together on.

Iserv understands brand reputation is directly connected to experienced people, delivery, and client-defined reputation. Client reference and delivery are the drivers for Iserv's success, and as such the company takes pride in the services provided to customers that ensure complete satisfaction.

Delivery of services is demonstrated through measurable results designed by and consistently reviewed by our clients. Guiding the drive toward delivery are Iserv's proven experts, nimble processes, and agnostic leverage of leading technology, all wrapped within a repeatable senior-level project and program management methodology. Our data-driven collection of IT project success factors includes both technology success factors (ROI, consolidation, modernization) and business success factors (process improvement, productivity, customer satisfaction).

People

Iserv's team of proven experts average decades of experience. This high caliber of professionals helps to reduce project ramp-up times, improve project efficiencies, and deliver results.

Process

An agile company, Iserv is able to quickly scale and adapt relative to the need of any size project, while remaining price competitive. Iserv's repeatable delivery processes for the collection of project requirements and creating project dashboards help to obtain agreement on project success upfront and then measure the connection to that success proactively and transparently.

Technology

An ISP and systems integrator since 1995, Iserv maintains strong partner relations with many key technology industry leaders. The goal is to solve customers' needs with the best strategic solutions available. Iserv's agnostic approach provides the flexibility and methodology to work with new vendors whenever a customer requires it. Iserv plans to leverage all of the above items to provide The Town of Windermere with a cohesive, well-planned, and enjoyable partnership with Iserv.



a. Assessment Approach and Deliverables

Over the years, Iserv has performed hundreds, if not thousands of full network and infrastructure assessments for customers. Iserv utilizes best-in-class software combined with in-house expert analysis to provide an in-depth and comprehensive review of all aspects of the IT environment. This assessment allows us to provide deliverables including (but not limited to):

- Full Inventory of all Endpoints that touch the network
 - This inventory also includes information on warranty status, End of Life (EOL) status, and information on optimization options
- Security vulnerabilities (if any) and recommendations for remediation
- A fully up to date topographical network diagram
- Assessment and layout of the existing system architecture (and recommendations for changes or updates, if any)
- VPN analysis and recommendations on a provider/solution that best fits with the goals and environment of the Town

The conjunction of these reports as well as the analysis by our Infrastructure design and engineering team will help us to provide recommendations that optimize and streamline support and maintenance. As a multifaceted Managed Services Provider and Cloud Services Provider, Iserv utilizes best-in-class operational methodologies and software suites depending on each client's specific needs.

As indicated in accordance with this RFP, Iserv's full initial infrastructure assessment will be completed and submitted no later than September 30th, 2021. Iserv is also happy to provide this annually each July 1st to assist with planning and budgeting.

b. Help Desk

Iserv operates several 100% US-based and Iserv employed Network Operation Centers (NOC's). These NOC's are located in Grand Rapids, MI, Boston, MA, and Windermere, FL. All three of Iserv's NOC's are staffed 24/7/365 by qualified and Iserv-based employees. Iserv does not contract or outsource any part of its support team.

To support and address the Town's needs, Iserv is proposing the utilization of remote monitoring agents and Antivirus deployed to all workstations and Town equipment. This ensures that the Town will not NO significant downtime and allows the Iserv NOC and help desk to engage in a myriad of traditional support items, including:

- The facilitation of automated patching schedules
- Remote help desk accessibility
- Diagnosis and correction of desktop application problems
- The configuration of PC's
- The identification and correction of user hardware problems



- Desktop application support of basic functions
- Maintenance of email
- Integration support of laptops, mobile devices (MDM Management), printers, peripherals, office software, etc

All of these items fall under Iserv's escalation schedules, with three tiers of support and troubleshooting available for every Iserv supported device. 95% of all tickets across the company can be described as being resolved during the first call or ticket submission. If a support issue can not be resolved on the first touch, it gets escalated to the next tier of support until the user is satisfied with the result. Through the use of Iserv's remote monitoring system, the town may request and receive a full inventory of devices at any time.

Guaranteed Uptime and Responsiveness

Incidents will be processed based upon Iserv's service ticketing system and managed based upon the below priority levels:

- Priority 1 - Critical - Issues are defined as those which disrupt all or most key organizational functions. Response within 1 Hour of Service Request. Resolution Target: ASAP
- Priority 2 - High - Issues are defined as those which impact a significant number of users and one or more key organizational functions. Response within 4 hours of Service Request. Resolution Target: ASAP
- Priority 3 - Standard - issues are defined as those which impact only a single user and do not disrupt key organizational functions. Response within 8 hours of Service Request. Resolution Target: ASAP

While these levels are standard operating processes for Iserv, The project management and implementation teams are happy to work with the Town team on any reporting mechanisms that need to be tailored to the Town's future state environment. Iserv knows that the town cannot tolerate any significant downtime for operations and will prioritize tickets based upon that understanding.

The benefits to the Town for using the Iserv Team service desk delivery model is as follows:

- Increased employee productivity – Skilled service desk agents, improved data analysis, and standardized processes reduce the resolution time for the Town's computer specialist or user calls, thus improving employee productivity both through quicker issue resolution and eliminating the hidden costs associated with lost productivity from employees seeking assistance from alternative sources.
- Higher employee satisfaction – The service desk, serving as a single point of contact (SPOC) with responsibility for managing all IT problems to closure, will relieve the Town of the stress of dealing with issues in their IT infrastructure.



- Improved response time – Through standardized processes and training, the service desk can resolve a larger proportion of problems on the initial call and reduce the problem response time.
- Reduced requirement for desk-side support – The service desk will resolve a higher proportion of standard desk-side support issues remotely, reducing local support requirements.
- Improved data collection and analysis –The service desk agent will collect high-quality Town operational data for enhanced trending, analysis, and reporting to support continuous improvement initiatives.
- Increased user satisfaction – The service desk is user-focused, not technology-focused. Service desk agents are developed to rapidly troubleshoot requests, maintain call ownership, provide transparent coordination of services, and proactively follow up with the Town’s users to achieve resolution and validate client satisfaction.
- Speed and convenience of contacting the service desk – The use of a single contact phone number and a skilled service desk agent will make it easier and faster for the Town to contact a trained agent to resolve requests. The addition of a Web-enabled interface to the service desk will provide an additional method of entry into the problem management system for Town personnel.
- Formal ticket closure process increases user satisfaction - Before closing a ticket, the support staff member assigned to the ticket will confirm with the user that the problem has been resolved. Additionally, a customer satisfaction survey will be used to collect ticket-specific satisfaction data. Details on surveys will be worked out during the transition.

Service Desk Structure

The Iserv Team will provide the Town users with a phone number for all incidents and service requests. The Service Desk management system provides the service desk with access to common fault and resolution data. This is an invaluable resource of historical problems, their associated resolution, and specific information relating to various client environments. Information from Tier 2 support groups and vendor-supplied frequently asked questions (FAQs) are used to populate the system with resolution details and troubleshooting methods. This provides further value to the Town.

Iserv responsible parties receive alerts on issues identified by the monitoring solution for immediate resolution. Iserv technicians are available 24 hours per day, 7 days per week, 365 days per year to respond to alerts or incident reports. These same technicians will triage the alert to identify impact and priority to determine urgency. Technicians will be scheduled for low priority incidents, and Engineers will be escalated to for high priority incidents. Action will be taken for normal priority incidents to restore service. Iserv is able to send qualified engineers on-site as needed within 24 hours. Iserv’s managed network solution is robust and most issues are able to be resolved remotely and with no on-site personnel necessary.



c. Servers and other MSP Items

The Iserv Team ensures on a daily basis that all servers and related hardware are always kept in prime condition. As part of Iserv's ongoing support, the following are the core processes that Iserv will use to maintain and upgrade servers:

- Patch Management - Identification, testing, packaging, and deployment of required security updates, patches, and other updates associated with the supported operating system. Specifically, Iserv Team's Patch Management service includes:
- Ongoing identification, testing, packaging, and deployment of security updates in accordance with Iserv's management and SLA policy.
- Ongoing identification, testing, packaging, and deployment of operating system patches in accordance with Iserv's management and SLA policy.
- System Security Maintenance - Security functions to plan, determine, implement, manage, and review security controls and respond to security events related to the operating system including security administration. Moreover, systems security maintenance implements technical infrastructures that include appropriate technologies, access rules, transaction logs, and checksums. This system provides virtual service clients:
 - Provision access to the operating system for approved administrators and applications
 - Maintenance of user-profiles and password resets
 - Security of root and support accounts and passwords
 - Participation in security vulnerability assessments
- Server Network Configuration - Validation that systems are configured for appropriate network connectivity. This includes minor adjustments and reconfigurations as required by the enabling infrastructure and the ongoing maintenance of those configurations.

d. Network Approach

Iserv's network approach is similar to that of Server and Workstation management. Iserv incorporates full proactive monitoring and management of all supported networking equipment, including Firewalls, Switches, AP's, Printers, Scanners, and other network-related equipment. Included are example items covered:

- Troubleshooting of network-related support issues
- Rulebase administration
- Licensing administration (if relevant)
- Monitoring of performance including uptime, throughput, and resource consumption
- Monthly log reviews
- Firmware/software updates - as recommended



As it relates to incident management, resolution speed and active communication during unexpected events define the quality of customer service. Iserv leverages a structured response plan with proper monitoring and alerting to provide Incident Management. This includes repeated contact points so the customer remains informed and updated. When properly executed, the Town will never be left questioning the incident status or remedy.

Iserv's 24/7/365 NOC monitors and maintains all aspects of hardware and software that we are providing and managing. Automated alerts are generated and delivered to our NOC Technicians in a proactive manner in the event of an outage, hardware failure, or software issue. Town designated contacts are then notified that there is active troubleshooting going on and will be provided updates on status. In the event of a hardware failure, next-day delivery of a replacement device will be provided and Iserv will install said equipment.

Inquiries to the status of the network can be made to Iserv's support team. Town designated contacts will also have access to the network dashboard (if applicable based on existing equipment) and can view detailed information on the status of the network at any time.

Iserv is also able to cable, install, or move existing or new networking equipment on an as needed basis.

e. Email, Backups, and Remote Access

Iserv's backup system incorporates industry-leading software with proven policies for providing consistent response time and recovery point (RTO and RPO) objectives. These policies are monitored by Iserv's 24 hours per day, 7 days per week, and 365 days per year NOC. The configuration of these policies is driven by the needs of each application or server. For some applications, backups may be configured based upon the number of servers able to perform the function. Active directory services should always have more than one server able to perform the workload. The critical feature is the backup of the directory services roles. Active Directory servers can be, generally, built faster than recovered from a backup. Virtual servers can be replicated to a secondary site to minimize recovery time objectives, but the cost can be a significant factor when paying for the second site workload. When possible, data replication or server backups can be run on a more frequent basis to minimize the recovery point objective. Should the backup not affect server operations, this may also assist in keeping the recovery point objective low. Ultimately, the end result may be a mixture between multi-site systems, replicated data, or backup frequency. Iserv also utilizes best-in-class Email Backup software as Microsoft does not inherently backup email.

All of these items will be addressed with the results of the assessment and in conjunction with the Town based on goals and best practices.



As part of Iserv's Server Anti-Virus Management, Antivirus protection for the operating system protecting it from viruses and other malware includes the following:

- Administration of antivirus protection for the operating systems
- Maintain the antivirus software updates as recommended by the software vendor
- Maintain security policies and standards in accordance with Iserv's management and SLA policies.
- Report on security incidents involving viruses and the antivirus solution affecting any managed servers.

In addition to Iserv's expertise in backup methodology, Iserv manages thousands of email addresses and accounts and provides optimized management services to our clients. These services would include maintenance of Town email accounts using the Town domain, adding, changing, and/or deleting Town employee accounts as requested, and ensuring that all licensing tiers are appropriate for every user.

Iserv utilizes a co-management approach and will help to facilitate remote access to designated Town employee's as needed or desired.

f. Future Technology Planning

Iserv works with every single one of our clients on an individual basis in order to create a long-term technology plan that suits the organization's needs and goals. These long-term plans are conducted on an annual basis with project meetings mixed into them by Iserv Senior engineers and system architects in conjunction with the account manager responsible for each customer.

During onboarding, we would be working with the Town to understand goals and propose recommendations for the future. As new technologies become available that might serve the Town better in the future, Iserv will proactively work to assess and implement those upgrades/changes.



Cost Proposal

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

Cost Proposal

Attached is a budgetary proposal format. This proposal will be refined based upon the findings of the full Infrastructure assessment. Iserv is proposing a mixed Fee structure for the various components of the Town's needs.

All end-user support for workstations is user-based and tabulated as a monthly all-inclusive fee as outlined in the proposal. Servers, Network Devices, and other IT infrastructure items are a flat monthly fee based on quantity.

Depending on the specific installation and deployment needs, Attached is an Hourly fee Schedule to be referenced for non-recurring projects to be coordinated with the Town.

Monthly recurring prices will not increase and are locked in for the initial 36-month term. Once a full assessment is completed, the agreed-upon quantities and items will be static through FY 21-22, FY 22-23, and FY 23-24.





Quote Name: Managed Services - *Budgetary Cost Proposal*

Company Name: Town of Windermere

Company Contact's Name: Robert Smith

Company Contact's Email: rsmith@town.windermere.fl.us

Service Order #006404

Version: 1



Network Management

Qty	Description	Rec. Amount	Recurring Total
1	<p>Managed Switch</p> <p>Switch management includes the following:</p> <ul style="list-style-type: none"> - Troubleshooting of switch-related support issues - Switch configuration administration - Security administration - Licensing administration - Monitoring of performance including uptime, throughput, and resource consumption - Firmware/software updates - as recommended <p>Quantities are based on initial best understanding. Once a network assessment is completed, Iserv will have a better understanding of full network infrastructure and can adjust as needed.</p>	\$25.00	\$25.00
1	<p>Managed Firewall</p> <p>Managed firewall up to 75 users.</p> <p>Firewall management includes the following:</p> <ul style="list-style-type: none"> - Troubleshooting of firewall-related support issues - Firewall rulebase administration - Firewall licensing administration - Monitoring of firewall performance including uptime, throughput, and resource consumption - Monthly log review - Firmware/software updates - as recommended <p>Quantities are based on initial best understanding. Once a network assessment is completed, Iserv will have a better understanding of full network infrastructure and can adjust as needed.</p>	\$75.00	\$75.00
1	<p>Managed WiFi Access Point</p> <p>Access point management includes the following:</p> <ul style="list-style-type: none"> - Troubleshooting of WiFi-related support issues - Access point security administration - Access point licensing administration <p>Quantities are based on initial best understanding. Once a network assessment is completed, Iserv will have a better understanding of full network infrastructure and can adjust as needed.</p>	\$15.00	\$15.00

Recurring Subtotal: **\$115.00**



Email

Qty	Description	Rec. Amount	Recurring Total
34	<p>Microsoft 365 Business Premium Microsoft 365 Business Premium - annual commitment, billed monthly.</p> <p>Included Apps - Outlook, Word, Excel, PowerPoint, Publisher, Access (desktop versions)</p> <p>Included Azure Services - Email - OneDrive - SharePoint - Teams - Intune - Azure Information Protection</p> <p>Support Includes: Design and implement Microsoft 365 Services Manage User Identity and Roles Manage Access and Authentication Manage Office 365 Workloads and Applications Implement Modern Device Services Implement Microsoft 365 Security and Threat Management Manage Microsoft 365 Governance and Compliance</p>	\$24.00	\$816.00

Recurring Subtotal: **\$816.00**

Infrastructure Management

Qty	Description	Rec. Amount	Recurring Total
34	<p>Managed Workstation Device management and support for desktop users. Covers onsite PCs, laptops, thin clients, and tablets.</p> <p>Includes: -Antivirus software management -Windows patch management -Remote control support -VPN client management -Desktop optimization & management -Spyware and adware removal</p>	\$50.00	\$1,700.00



Infrastructure Management

Qty	Description	Rec. Amount	Recurring Total
1	Managed Server Server management includes the following: - Troubleshooting of server-related support issues - Configuration administration - Security administration - Monitoring of server performance - Server patch/software updates - as recommended Quantities are based on initial best understanding. Once a network assessment is completed, Iserv will have a better understanding of full server load, in addition to VM quantities.	\$100.00	\$100.00

Recurring Subtotal: **\$1,800.00**

Backup and Disaster Recovery

Qty	Description	Rec. Amount	Recurring Total
1	Veeam Backup & Replication-Cloud-DRaaS-Azure Veeam Backup & Replication - Cloud, per machine.	\$25.00	\$25.00
2000	DRaaS - Veeam Replication DRaaS - Veeam Replication Quantities are based on initial best understanding. Once a network assessment is completed, Iserv will have a better understanding of full server load, in addition to VM quantities.	\$0.06	\$120.00

Recurring Subtotal: **\$145.00**

Professional Services & Installation Fees

Qty	Description	Price	Ext. Price
1	Professional Services - Implementation and Onboarding - TBD Professional Services Implementation as described in the Statement of Work within this document. TBD based upon environment assessment.	\$0.00	\$0.00

Subtotal: **\$0.00**



Managed Services - *Budgetary Cost Proposal*

Prepared by:

The Iserv Company

Michael Kurley
(616)-493-3721
Fax 616.493.3730
mkurley@iservgroup.com

Prepared for:

Town of Windermere

614 Main St.
Windermere, FL 34786
Robert Smith
rsmith@town.windermere.fl.us
(407) 876-6480

Service Order Information:

Service Order #: 006404

Version: 1
Delivery Date: 07/28/2021
Expiration Date: 08/26/2021

Recurring Expenses Summary

Description	Amount
Network Management	\$115.00
Email	\$816.00
Infrastructure Management	\$1,800.00
Backup and Disaster Recovery	\$145.00

Recurring Total: **\$2,876.00**

Agreement Term

Description
36 Month

Taxes, shipping, and other fees may apply. All stated quantities are estimates and are subject to change based on actual quantities provided. We reserve the right to modify or cancel orders arising from pricing or other errors.

By accepting this Service Order, you acknowledge that you have read and agree to the terms and conditions of the Master Service Agreement, which may be found at <https://www.iservworks.com/legal>, and is hereby incorporated by reference, and to the terms and conditions of this Service Order.

Signature

Date

Signature

Date



Standard Service Rates

Fee Schedule

The below fees are indicated to be for projects outside of the scope of services in the proposal. It is understood that changes (additions and/or subtractions) to the quantity Selected Services will result in a corresponding incremental change to the Monthly Recurring Charge.

Effective Hourly Service Rates

Tier 1	\$100
Tier 2	\$125
Install Tech	\$150
Junior Engineer	\$175
Mid-level Engineer	\$200
Project Manager	\$200
Senior Engineer	\$250
Onsite or Escalated work on Iserv Designated US Holidays	\$200

Designated US Holidays

For the purpose of determining whether the Designated US Holiday Service Rate (above) applies, the following guidance is provided as dates Iserv currently designates:

1. New Year's Day
2. Easter Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. Friday after Thanksgiving Day
8. Christmas Eve
9. Christmas Day

Required Forms

The Town of Windermere

RFP: #2021-04 IT Support and Consulting Services

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: _____



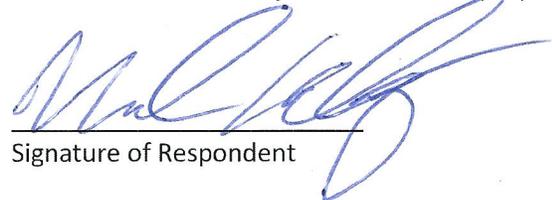
I have included:

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

Mailing Address:

20 N. Orange Ave TELEPHONE 407-530-0838
Floor 11 FAX: 616-493-0550
Orlando, FL, 32801 DATE 7/28/21

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.



Signature of Respondent



Witness Brian Shapiro

STATE OF FLORIDA
COUNTY OF Orange

Sworn to (or affirmed) and subscribed before me this 28th day of July, 2021, by (name of person making statement). Michael Kurley



Notary Public



BRIAN SHAPIRO
Notary Public
State of Florida
Comm# HH097076
Expires 2/24/2025

Personally Known _____ OR Produced Identification X
Type of Identification Produced FL Drivers License

My Commission Expires 02/24/2025

RFP #2021-04 IT Support and Consulting Services

HOLD HARMLESS AGREEMENT

I, Michael Kurley (Iseru) (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]
Signature of Respondent

[Signature]
Witness Brian Shapiro

STATE OF FLORIDA
COUNTY OF Orange

Sworn to (or affirmed) and subscribed before me this 28th day of July, 2021, by (name of person making statement). Michael Kurley

[Signature]
Notary Public



BRIAN SHAPIRO
Notary Public
State of Florida
Comm# HH097076
Expires 2/24/2025

Personally Known _____ OR Produced Identification X
Type of Identification Produced FL Drivers License

My Commission Expires 02/24/2025



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

04/15/2021

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.

IMPORTANT: 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).

PRODUCER Brown & Brown of New Hampshire 309 Daniel Webster Highway Merrimack NH 03054	CONTACT NAME: Holley Gardiner PHONE (A/C, No, Ext): (603) 424-9901 E-MAIL ADDRESS: Hgardiner@bbnhins.com	FAX (A/C, No): (866) 848-1223	
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED 382 Communications Corporation The Iserv Company LLC 45 Dan Road Suite 130 Canton MA 02021	INSURER A: Massachusetts Bay Insurance Company		22306
	INSURER B: The Hanover Insurance Company		22292
	INSURER C:		
	INSURER D:		
	INSURER E:		
INSURER F:			

COVERAGES

CERTIFICATE NUMBER: 21-22

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			ZBV9901121	04/01/2021	04/01/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			ZBV9901121	04/01/2021	04/01/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 0			UHV9901131	04/01/2021	04/01/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WDV9902398	04/01/2021	04/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Technology Errors & Omissions Liability			LHVA021959	04/01/2021	04/01/2022	Each Claim \$5,000,000 Aggregate \$5,000,000 Retention per claim \$10,000

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

WC 3A States: MA, FL and MI

CERTIFICATE HOLDER**CANCELLATION**

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

RFP #2021-04 IT Support and Consulting Services

NON-COLLUSION AFFIDAVIT

I, Michael Kurley (Respondent) of the firm of The Iseco Company (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 of Respondent


Witness Brian Shapiro

STATE OF FLORIDA
COUNTY OF Orange

Sworn to (or affirmed) and subscribed before me this 28th day of July, 2021, by (name of person making statement). Michael Kurley


Notary Public

Personally Known _____ OR Produced Identification X
Type of Identification Produced FL Drivers License

My Commission Expires 02/24/2025

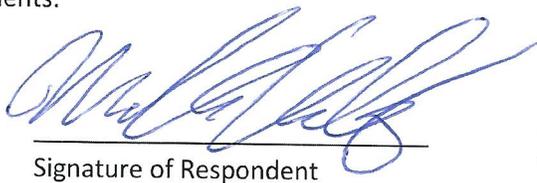
RFP #2021-04 IT Support and Consulting Services

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.



Signature of Respondent



Witness Brian Shapiro