iventure
Business Friendly IT

The Town of Windermere

Proposal for Information Technology Support Services

July 20, 2021

Submitted to:

Robert Smith, Town Manager

The Town of Windermere

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Submitted by:

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Introduction

Thank you for the opportunity to submit this proposal. iVenture understands the unique IT needs of small business and non-profit organizations. You will find that we are uniquely qualified to meet the current and long-term needs of the Town of Windermere.

Founded in 2000, iVenture is on the leading edge of Information Technology, providing innovative IT solutions to leading Florida companies from our offices in Jacksonville, Orlando, and Tampa. Our customers enjoy the peace of mind of knowing they have a proactive team of 146 IT experts who will solve problems, provide advice, and manage their IT securely and efficiently so they don't have to worry about it.

This engagement will include a cost-effective, inclusive support arrangement designed to provide high-quality, reliable, and secure IT services. The solution will include the following:

- Strategic technology planning services
- Management of all servers, cloud platforms, networks, and PCs.
- Complete 24x7x365 monitoring
- Network security tools and data protection
- Help desk services.
- Desktop and laptop support
- Mobile device support
- Unlimited remote and onsite hours for all included services

Our solution will provide the Town of Windermere with the following benefits and features:

- Cost-effective, inclusive service and support
- Deep technical expertise required to support a fast-paced and growing business.
- Special attention to the security requirements of your business. iVenture is an SSAE19 audited organization.
- Dynamic reporting and insight into all services provided by iVenture.
- Integration with your staff and culture to ensure a successful start and long-lasting relationships.
- Careful evaluation of infrastructure during the planning and procurement stages with time-tested and cost-effective recommendations to develop a best of class legal services organization that will effectively utilize hardware, software, cloud-solutions, and emerging technologies.

Thank you again for the opportunity.

Sincerely,

Gray Mabry, Chief Executive Officer

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1. Company Background

iVenture has been on the leading edge of Information Technology since 2000, providing customer-oriented solutions to numerous businesses throughout Florida. We implement IT projects and services that can provide above average returns on investment, significantly enhance productivity, and lower technology ownership costs.

Current services offerings include:

- Managed Support Services (Server, Network, PC, Cloud)
- Help Desk
- Hosted Desktops and Servers (Cloud based solutions)
- Network Security
- Data Center Services
- Technology Assessments & Security
- Technology Consulting
- Disaster Prevention and Recovery

iVenture's customers include small, medium, and large organizations throughout Florida and across the US. Many of our customers include well-known companies in healthcare, financial services, insurance, manufacturing, and legal industries. These organizations have some of the most stringent and demanding expectations of their technology partners; iVenture has answered their call.

A proud member of the CRN Tech Elite 250, which recognizes the most technologically advanced Information Technology providers in the United States, iVenture has been consistently recognized as a leader in developing network technology solutions, cloud solutions, and world-class support services. iVenture remains committed to incorporating the latest industry technological advances into the applications and solutions we provide. To that end, iVenture is firmly committed to using industry leading products from such vendors as Cisco, Microsoft, Dell, VMWare, and Citrix, resulting in consistent success in providing our customers with the highest level of return and satisfaction.

The advent of cloud computing has made iVenture's long term strategic goal of offering customized solutions a reality. In 2009, iVenture launched the first of our Private Cloud offerings. Our Private Cloud Customers are realizing reduced costs, improved reliability and flexibility, and worry-free maintenance.

iVenture's multi-dimensional offerings and ongoing success relies heavily on our ability to build solid, long-term relationships with our customers. We sincerely look forward to providing your organization with the highest quality solution.

iVenture Solutions is an award-winning MSP, appearing on lists that speak to culture and technical expertise. iVenture has been consistently named a best place to work since 2015,and has most recently been recognized as a Great Place to Work in 2020. iVenture has been featured on the Inc 5000's list of fastest-growing companies 10 times in 20 years, first appearing in 2008. As for industry awards, iVenture has been featured in Channel Futures' MSP 501 list of the top 501 MSP companies in the world,and has been featured multiple years in the "Pioneer 250" category of the CRN MSP 500 list.

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2.01 Respondents must demonstrate the following:

1. The firm must be established as a legal entity, be licensed in the State of Florida.
    a. iVenture Solutions is a privately held organization that was incorporated in Jacksonville, FL in October of 2000.
2. The successful vendor will be expected to organize HELP DESK service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 7:30AM to 5:30PM, Monday through Friday, in addition to 24-hour operations for Public Safety.
    a. Access to our live help desk is available between 7:00AM – 7:00PM with after-hours on-call emergency support available for your organization is included in your monthly fee.
    b. See section 4. Service Approach for more details on iVenture's Help Desk approach
3. Experience in Public Safety Systems and Criminal Justice Information Systems (CJIS) Security Policy preferred. This experience can be noted in the response. Additionally, all IT vendors having access to the Town of Windermere servers must submit to a fingerprint and criminal history check conducted by the Windermere Police Department.
    a. The dedicated team that will be supporting your organization has extensive experience in supporting secure information technology systems. This past experience included onboarding, upgrading infrastructure, supporting end-users, supporting the technical environment, and understanding how data needs to be handled. Additionally, all dedicated team members will comply with required fingerprint and background checks required. Many of our team members have already undergone same/similar state background checks for other clients.
4. Service approach demonstrating how the scope of work will be accomplished.
    a. Please see section 4. Service Approach for more details on the delivery of iVenture's service approach and how the scope of work will be accomplished.
5. Similar experience with organizations similar to the employment base as the Town of Windermere.
    a. iVenture services over 10,000 end users that range in their personal level of technical sophistication. Users can vary between having below average expertise to having advanced technical knowledge. Our goal is to ease the technical burden off of the user and provide everyone with the best customer service interaction as possible. iVenture has experience in working with users that are 100% remote and we are able to deliver the same experience as if that user was located in the client's respective office.
6. Security measures that would be in place to ensure cyber security and an acknowledgement of accreditation standards set forth by the State of Florida as it relates to the Windermere Police Department.
    a. Please see Appendix A – Included Security Layers for iVenture's security measures that would be in place to ensure cyber security.

2.02 Supervision and Personnel

1. Respondent must demonstrate how the operation will be supervised and what current quality controls policies would be in place for the service.

As a company, iVenture maintains a SOC 2 Type 2 security compliance, audited by an external party. This provides an external audit of our security procedures and protocols. As part of this initiative employees receive initial security training, monthly security awareness training, and work towards various certifications such as Security +. iVenture maintains strict controls over access to our internal network, cloud networks and client networks. All client information, including network information and passwords,

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is treated as confidential and is stored in a protected, encrypted format. All access to client password information is restricted to access on a need-to-know basis and each access attempt is logged.

2.03 Records

1. Respondent shall be required to maintain records in accordance with local, State, and Federal Public Records Retention Requirements.
    a. From a service standpoint, our plan includes the following factors to help clients achieve compliance:
        i. Local and offsite backups for all server data is included. Data is encrypted at-rest locally, in-transit, and at-rest at the remote site. All data is logically segmented from other customer data.
        ii. Built in backup retention (included 90-day retention, can be customed at client request)
        iii. iVenture does not proactively delete any client production data from their systems.
        iv. iVenture routinely configures client email systems to retain data to meet regulatory retention requirements.

3. References

1.) Grower Ketcham, PA
   a. Orlando, FL
   b. Tina Dunn, Manager, Information Systems
   c. Phone: (407) 718-7966
   d. Email: tdunn@ketmw.com
   e. Services Provided: end-to-end IT support (servers, network, desktop, helpdesk) & private cloud

2.) LightPath Technologies
   a. Orlando, FL
   b. Erik Ferreira, Director of Information
   c. Phone: (407) 382-4003 ext. 368
   d. Email: eferrerira@lightpath.com
   e. Services Provided: end-to-end IT support (servers, network, desktop, helpdesk) & private cloud

3.) Gulfcoast Legal Services
   a. St. Petersburg, FL
   b. Tammy Greer, Executive Director
   c. Phone: (727) 821-0726
   d. Email: tammyg@gulfcoastlegal.org
   e. Services Provided: end-to-end IT support (servers network desktop, helpdesk)

4. Service Approach

Project Scope - Services Provided

iVenture's service plan is designed to provide end-to-end IT support to the Town of Windermere. This includes complete desktop, network and server support, strategic IT planning, help desk support, and all of the necessary tools and services to protect the network. These services include a secure local and

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offsite backup, anti-virus, network filtering, firewall monitoring and patch deployment. The focus on this engagement is to Protect and secure technology facilities, ensure the efficient operation of the Town's data processing networks and related computer systems in its defined user community and to enhance the quality of service of existing systems.

Specific Services

Discovery and Deployment

Summary

Prepare your IT environment and staff for a successful start

Services

During the Discovery and Deployment phase, we will setup and onboard the Managed Hardware and Support Software to prepare the Environment to receive the Monthly Recurring Services.

- Deployment of the iVenture monitoring and management platform.
- Documentation and inventory of the Environment.
- Best-practice configuration of the Managed Hardware and Supported Software to prepare the Environment for monitoring and management.
- Orientation and training for your staff at your primary business location (up to 8 hours).
- Setup of any iVenture provided security and data protection tools included in this SOW.

If deficiencies are discovered during the transition services, such as outdated equipment or unlicensed software, we will bring those issues to your attention and discuss the impact of the deficiencies on our provision of the Services and provide you with options to correct the deficiencies.

Strategic Technology Planning and Account Management

Summary

High-level IT strategy and planning Services

iVenture technical consultants serve as high-level IT strategists to help plan the future of your technology.

- Multi-year technology planning and budgeting
- Technology roadmap development
- Annual meetings to review past IT performance
- Best-practice standards recommendations
- Executive level liaison between you and iVenture

Help Desk Support

Summary

Fast help desk support for your users

Services

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The iVenture first response team gives your staff the fast help they need so they can stay productive. Our technicians will work with your staff remotely to resolve user and desktop IT issues.

- Unlimited help desk via email, phone or web portal
- Desktop remote control and shadowing
- Help with many common IT problems and peripherals (logins, passwords, printing, desktop scanning, video cameras, remote access, connectivity, mobile device email).

Supported Hardware: Desktop and laptop PC hardware, virtual desktops.

Supported Software: Microsoft Windows desktop and Apple operating systems and core services (print/scan, profiles, wired/wireless network services), common utilities (Adobe Acrobat, Adobe Flash, Java, internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), common desktop and web based applications, Apple iOS and Android OS (for the purposes of connecting to business email, files and/or remote access only).

Server Management

Summary

Management, monitoring, and support of your servers and storage

Services

iVenture technicians and engineers will monitor, manage, and support your covered servers, software, and storage devices.

- Unlimited expert support from server administrators and engineers
- Monitoring and alerting of devices 24x7 (up/down, predictive failure, failed component, disk space, performance, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Device management and configuration (manage system administrator accounts and groups, system configurations, and policies)
- Performance optimization (CPU, memory, and disk queue)
- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Supported Hardware: Server hardware, SANs

Supported Software: VMWare, Microsoft Hyper-V, Microsoft Windows server operating systems and core services (Active Directory, DNS, file/print, fax, scan, profiles, network services), Microsoft Exchange, SQL, RDS, and Citrix.

Server Protection Essentials

Summary

Essential protection for your servers (security patches, anti-virus, anti-spam, and web security)

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iVenture provides essential protection for your servers to protect against threats.

- Deploy service packs, security updates, and firmware updates as applicable and deemed necessary
- Deploy, manage and monitor anti-virus agents and anti-virus updates
- Remove viruses and repair infected systems to the extent reasonably possible using then-current removal techniques
- Provide spam filtering for inbound email
- Provide inbound email storage for up to five (5) days in the event of an email system failure
- Provide a web filtering service using a global set of rules to block malware, botnets and other harmful web activity

Supported Hardware: Server hardware, SANs

Supported Software: VMWare, Microsoft Hyper-V, Microsoft Windows server operating systems and core services (Active Directory, DNS, file/print, fax, scan, profiles, network services), Microsoft Exchange, SQL, RDS, and Citrix.

iVenture Vault Server Backup

Summary

The iVenture Vault server backup protects your critical data with secure local and offsite backups

Services

The iVenture Vault server backup is a fully managed backup solution for your Windows servers. We will supply all necessary hardware, software and secure offsite storage to protect your data stored on Windows servers and monitor and manage your backups.

- Backup Client's data from Microsoft Windows server volumes on Managed Hardware to local storage, and to offsite storage in a geographically separate data center location.
- Backups are full server snapshots and most files will be capable of being backed-up while in use; however, certain files may need to be closed for the snapshot to occur.
- Offsite storage is included with the iVenture Vault in the amount defined the Order. If offsite storage exceeds the included storage, the Client will automatically be billed in 1GB increments. Partial months will be billed as whole months.
- All backups are encrypted "at rest" on both local and offsite storage using 128-bit or greater encryption.
- Backups in transit to the offsite location are encrypted using SSL encryption.
- Only authorized iVenture employees have access to backup data.
- A backup will be taken of all managed servers every hour between the hours of 5:00am and 12:00am EST to local storage.
- Nightly, the previous day's backups are consolidated and then securely copied to offsite storage.
- Backups will be retained as followed: Intra-Day: 2 Days, Daily: 7 Days, Weekly: 5 Weeks, Monthly: 3 Months
- iVenture will delete backups older than three (3) months as needed to make room for current backups.
- Additional backup schedule and retention options are available for an additional fee.

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- Individual files can be recovered by making a request to iVenture. Files can be recovered to the original folder, or an alternate location.
- In the event of a Managed Hardware failure in which the equipment is rendered unrecoverable, the data can be recovered to the original hardware after repair or to Client-supplied hardware; provided, however, the Client-supplied hardware must be the same, or compatible with, the hardware that was rendered inoperable.

Public Cloud Platform Management

Summary

Management, monitoring, and support for your public cloud platforms

Services

iVenture technicians and engineers will monitor, manage, and support your cloud platforms

- Unlimited expert support from system administrators and engineers
- Monitoring and alerting of cloud platforms 24x7 (up/down, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Configuration management (manage system administrator accounts and groups, system configurations, and policies)
- Performance optimization (CPU, memory, and disk queue)
- Act as liaison with cloud vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)

Supported Software: Microsoft Azure and Amazon AWS Windows server instances

Network Management

Summary

Management, monitoring, and support of your network devices

Services

iVenture technicians and engineers will monitor, manage, and support your covered network devices.

- Unlimited expert support from network technicians and engineers
- Monitoring and alerting of devices 24x7 (up/down, service availability).
- Retain critical alerts tickets for up to one (1) year.
- Device management and configuration (manage of administrator accounts and groups, system configurations, and policies)
- Performance optimization
- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Supported Hardware: Managed layer 2 and 3 switches, routers, firewalls, security appliances, VPNs, enterprise class wireless access points/controllers

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Supported Software: Embedded firmware and related embedded software features

Desktop Management

Summary

Management and support for your desktops and laptops

Services

iVenture technicians and engineers will manage and support your desktops and laptops so your staff can stay productive.

- Unlimited expert support from desktop technicians
- Monitoring and alerting
- Device management and configurations
- Add and remove user accounts, modify existing group memberships
- Performance optimization
- Act as liaison with hardware and software vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)
- Track hardware and software warranty/support expiration

Supported Hardware: Desktop and laptop PC hardware, virtual desktops

Supported Software: Microsoft Windows desktop and Apple operating systems and core services (print/ scan, profiles, wired/wireless network services), common utilities (Adobe Acrobat, Adobe Flash, Java, internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), Apple iOS and Android OS (for the purposes of connecting to business email, files and/or remote access only).

Desktop Protection Essentials

Summary

Essential protection for your desktop and laptops (security patches, anti-virus, and web security)

Services

iVenture provides essential protection for your desktops and servers to protect against threats.

- Deploy service packs, security updates, and firmware updates as applicable and deemed necessary
- Deploy, manage and monitor anti-virus agents and anti-virus updates
- Remove viruses and repair infected systems to the extent reasonably possible using then-current removal techniques
- Provide a web filtering service using a global set of rules to block malware, botnets and other harmful web activity

Supported Hardware: Desktop and laptop PC hardware, virtual desktops

Supported Software: Microsoft Windows desktop and Apple operating systems

Application Support

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Summary

Technical support for your business applications to ensure availability and performance

Services

iVenture technicians and engineers will provide technical support for your business applications to ensure they are available and optimized.

- Unlimited expert support from iVenture technicians
- Add and remove user accounts, modify existing group memberships
- Act as liaison with application vendors to resolve availability or performance issues
- Perform minor software installations or requested changes (i.e., tasks that can be performed remotely and typically take less than thirty (30) minutes to complete)

Supported Software: Common utilities (Adobe Acrobat, Adobe Flash, Java, internet browsers), Microsoft Office desktop applications (Word, Excel, PowerPoint, Outlook), Microsoft Office 365 and/or Google Apps for Business (login, chat, file access only), line of business application (applications that are specific to a particular industry and require specific client or industry knowledge to support and operate, and typically require customized installation and configuration), common desktop and web based applications.

Additional Details

Functional support such as training and usage assistance for your Supported Software is not included. You must maintain support agreements with all Supported Software vendors deemed critical by your or us, and ensure your staff is trained on your applications and available to test upon request by us. Supported Software vendors will be your primary resource for functional support.

Two-Factor Authentication User Management

Summary

Support for two-factor authentication user management

Services

iVenture technicians and engineers will support two-factor authentication user management

- Add and remove user accounts
- Send mobile device enrollment links to users and provide remote assistance to enroll

Supported Software: Duo, Microsoft Azure two-factor authentication

Mobile Device Management Enrollment Support

Summary

Support for mobile device management platform enrollment

Services

iVenture technicians support enrollment of devices in mobile device management platforms

- Send mobile device enrollment links to users and provide remote assistance to enroll
- Remove devices from enrollment upon request

Supported Software: Microsoft InTune

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VoIP Phone System User Management

Summary

User management on your VoIP phone system

Services

iVenture technicians will manage users on your VoIP phone system

- Add and remove user accounts, modify existing group memberships, and reset passwords via the VoIP phone system's web interface.

Supported Software: VoIP phone systems that provide a web interface to manage user accounts, group membership and passwords, and include support directly to you from the VoIP phone system service provider or from a third party specializing in your VoIP phone system.

Additional Details

You must maintain a support agreement directly with the VoIP phone system service provider or a third party that specializes in your VoIP phone system. We do not support VoIP phone system features, including, but not limited to, call routing/path changes, phone number forwarding or porting, and call-plan and auto-attendant design. Phone hardware support is not included. Upgrades and updates are not included. We do not provide any services for non-VoIP phone systems.

Onsite Support Dispatch

Summary

Onsite support when you need it at your business locations

Services

- iVenture technicians will be dispatched to your business locations to resolve issues that must be handled onsite.
- iVenture service coordinators will prioritize and schedule onsite visits with your staff

These services apply only to the Environments managed by iVenture pursuant to a SOW.

Project Services

Summary

Project work including installation of new hardware and software and data migrations

Services

iVenture project technicians and engineers will install new technology and perform upgrades and migrations outlined in your technology roadmap.

- Unlimited access to project technicians and engineers to install and configure new hardware and software and perform data migrations as part of your technology roadmap, onsite and remote.
- Routine moves, adds and changes of desktop PC hardware and software.
- Technology architecture and design services.
- Project management team to plan, schedule, and manage the required projects.

These services apply only to the Environments managed by iVenture pursuant to a SOW.

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The timing of project services will vary from the time periods of non-project services. Project services must be scheduled at least fourteen (14) days in advance for services requiring two (2) days of work or less, and at least ninety (90) days in advance for services requiring two (2) days or work or more. For the purposes of scheduling, we will present you with a scope of the project services, and scheduling will begin after your approval

Services will include the following to the extent approved by the Town Council and/or Town Manager

A. Initial Assessment Review of the inventory, update network diagram, assessment of the system architecture, VPN Dispatcher Provider and equipment for efficiency, life expectancy, capacity, speed, and current processes, and make recommendations for improving routine support criteria and eliminating emergency maintenance situations. A report of this initial assessment shall be submitted by September 30, 2021, and each July 1st as long as the contract is in force. This is to allow for necessary budget planning for the upcoming year.

   a. As part of this engagement, during Onboarding and Discovery, iVenture will analyze your network, document your systems and deploy our essential tools and network standardization techniques. Your Dedicated Team will work with you and your staff to learn more about your needs and ensure everyone knows how to get help from iVenture. The best IT starts with the right design. The Principal Consultant will learn more about your business technology needs, analyze your current setup to determine what's working and what's not, and will sit down with you to review your short and long-term IT road map. This Initial Assessment Review will be made available to your team.

B. Desktop Application Support Performance of basic support functions, including the installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and correction of desktop application problems, configuring of PC's, laptops and mobile devices for standard applications; identification and correction of user hardware problems, with advanced troubleshooting as needed; maintenance of an updated inventory of all related computer related hardware, to make available to City personnel upon request; and implementation of HELP Desk procedures under policy constraints of the successful vendor.

   a. As part of this engagement and included in your monthly fee, iVenture will provide support for basic functions such as: installation of PC's, laptops, mobile devices, printers, peripherals, and office software; diagnosis and resolution of desktop application issues, configuration of PC's, laptops and mobile devices for standard applications that iVenture will be supporting throughout the engagement; identifying and resolving user hardware issues; provide asset inventory management; and provide Help Desk support. iVenture will maintain records of inventory of all related computer related hardware and will provide this information to your staff upon request. This engagement provides your staff with access to our Dedicated First Response Team (FRT) that provides fast help desk support for your users so that your staff can stay productive. Our technicians will work with your staff remotely to resolve user and desktop IT issues.

C. Server and Workstation Administrative Services Management of networks and computer systems, including complex applications, databases, messaging, servers and associated hardware, software, communications, and operating systems, necessary for performance, security, reliability, and recoverability of the systems. Scheduling of preventive maintenance for equipment in the areas of coverage is properly and promptly performed; maintenance of records for all HELP Desk tickets for on-site visits, remote support and telephone support is available; development of operations and quality assurance for backup plans and procedures are being followed. Configuration management,

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including changes, upgrades, patches, etc. is maintained; management of user logins and password security is documented; and support of software products relating to servers and workstations; timely response to repair and maintenance work for the user.

    a. As part of this engagement, and included in your monthly fee, iVenture will service and manage networks and computer systems of your organization including: applications, databases, servers, associated hardware, software, and operating systems that are necessary for performance, security, reliability and recoverability of the systems. iVenture establishes a standing maintenance window for all clients. Any maintenance outside of those windows is communicated at least 24-hours in advance to the client and maintenance is performed only after client approval. The default maintenance window, for example, for servers is Sunday morning 4:00AM – 10:00AM. iVenture maintains records for all Help Desk tickets for on-site visits and remote support and this data is available to you upon request and also included in a big, picture snapshot in the detailed Monthly Report. iVenture will provide configuration management (manage system administrator accounts and groups, system configurations, and policies) including changes, upgrades, patches, etc. All access to client password information is restricted to access on a need-to-know basis and each access attempt is logged. Our comprehensive All-Inclusive IT offering includes not only unlimited support, but also unlimited projects like upgrades and migrations. For response time policy, iVenture's SLAs are clearly defined. Our culture is to exceed the published SLA< with the SLA becoming a fallback objective.

D. Network Administration Services Maintenance and support of network equipment, including switches, firewalls, routers, and other security devices is included. Installation and maintenance of printers, scanners, network devices et al; analysis, routine configuration changes, and installation of patches and upgrades; minor cabling if needed; alert notifications in case of failure of equipment. Proactive monitoring of network equipment, including performance indicators to report on threshold limitations; network performance and capacity management services; continuous troubleshooting are required. Maintenance of network documentation for daily, weekly, and monthly services is required.

    a. As part of this engagement and included in your monthly fee, iVenture technicians and engineers will monitor, manage, and support your covered network devices (switches, routers, firewalls, security appliances, VPNs, wireless access points). iVenture will be responsible for routine configuration changes, installation of patches and upgrades, minor cabling, and alert notifications in case of failure of equipment. iVenture includes complete system monitoring and emergency/critical incident response. iVenture believes in complete documentation and transparency and all ticket information is available to you.

E. Email, Security and Backup Efforts Maintenance of Town email accounts using the Town domain, adding, changing, and/or deleting Town employee accounts as requested; maintenance of virus detection programs on the Town servers and user computers and laptops; performance of periodic security audits, including notification of suspected breaches of security to the Town designated person are required. Configuration of the Town systems to enable remote access in a secure environment, with provisions for remote access administration, as requested by the Town Designee is required. Requirements for a data backup policy, with procedures in place to handle daily, weekly, and monthly backup of the computer, data and information, email, and the like; program to restore systems and data if servers and/or computers go down, are required.

    a. As part of this engagement and included in your monthly fee, iVenture will provide support and administration of Town email accounts, including adding/delete Town employee accounts as requested. iVenture includes a suite of security essentials that will be deployed during onboarding for the maintenance of virus detection on the organization's servers, computers and laptops. iVenture can perform security audits but in some instances iVenture cannot perform audits on themselves and would rely on a 3rd party. iVenture will provide advice and

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setup solutions for remote access and will help you plan for security around remote access. As part of this engagement, iVenture will deploy the iVenture Vault for your organization. The iVenture Vault provides backup for your servers and includes hardware, software, local and offsite storage, data encryption, data retention, monthly test restores and unlimited recovery assistance.

F. Planning Engineering, planning, and design services for major system enhancements and/or upgrades to existing systems; recommendations for future purchasing and technology needs, when requested or necessary. Installation of new equipment, software, and transfer existing data when acquired, will be needed.

   a. The Principal Consultant assigned to your organization will work closely with your team to understand the short and long-term business goals, budget and business landscape. With this information the Principal Consultant is able to combine all aspects and present a rolling 3-year IT roadmap. This roadmap includes technology initiatives driven by business needs and changes, as well as routine technology maintenance (software renewals, hardware refresh, etc.) iVenture project technicians and engineers will provide technology architecture and design services for major system enhancements and/or upgrades to existing systems. iVenture technicians will perform installation of new equipment, software and perform data migrations as needed.

5. Cost Proposal

Our services give your business the **benefits of a full IT department** without worrying about building and managing your own. It's ideal for businesses without internal IT or IT managers wishing to refocus their internal IT team. You get **unlimited support**, comprehensive **security** and focused **strategy** at a **fixed monthly cost.**

Pricing Model Overview

	All-Inclusive
Description	Everything in Unlimited Support plus unlimited project services/hours.
Strategic Technology Planning and Account Management	Yes
Discovery and Deployment	Yes
Service Delivery Platform	Yes
Service Reporting	Yes
Secure Information Storage	Yes
Technology Design	Yes
Server Management	Yes
Network Management	Yes
Public Cloud Platform Management	Yes
Server Protection Essentials	Yes

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iVenture Vault Server Backup	Yes
Onsite Server / Network Support Dispatch	Yes
Help Desk Support	Yes
Desktop Management	Yes
Application Support	Yes
Desktop Protection Essentials	Yes
Onsite Desktop Support Dispatch	Yes
Two-Factor, VoIP, Mobile Device User Management	Yes
Project Services	Yes
Unlimited Moves/Adds/Changes	Yes

Service Plan Fee Schedules

Full Complete Agreement Plan - All-Inclusive

	3-Year Plan
Monthly Fee	$7,140/month ($210/user)
One-time Startup Fee (2x Monthly Plan Price)	$14,280
Hourly Rate for Project Services	All-Inclusive plan includes project services at no additional charge
Pricing Notes	Based on 34 Users, unlimited servers, network devices, and PCs. 1TB compressed backup storage included with 90 days of retention. Additional retention periods are available for no additional charge other than the additional storage that may be required (.15/GB)
Fee Increases:	We reserve the right to increase our Service-related fees under this SOW up to 3.2% once per twelve (12) months over the prior twelve (12) months' fees without notice. In the event we increase our Service-related fees by more than 3.2% over the prior twelve (12) months' fees or more often than once per twelve (12) months, we will provide you with no less than sixty (60) days prior written notice of the increase; then you will have a thirty (30) day window commencing immediately upon your receipt of notice of the increase (the "Notice Period") to terminate this SOW.

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Business Friendly IT

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: _Ben Keene_

I have included:

- Hold Harmless Agreement
- Certificate of Insurance
- Non Collusion Affidavit
- Drug Free Workplace Form   * IVENTURE DRUG AND ALCOHOL WORKPLACE POLICY

Mailing Address:

IVENTURE SOLUTIONS   TELEPHONE 904.332.8645

7775 BELFORT PARKWAY   FAX: 877.904.5725

JAX, FL 32256   DATE 7.22.21

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.
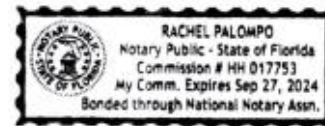
Ben Keene
Signature of Respondent

(signature)
Witness

STATE OF FLORIDA
COUNTY OF Duval

Sworn to (or affirmed) and subscribed before me this 22 day of July, 20 21 by (name of person making statement).

(signature)
Notary Public

> RACHEL PALOMPO
> Notary Public - State of Florida
> Commission # HH 017753
> My Comm. Expires Sep 27, 2024
> Bonded through National Notary Assn.

Personally Known _X_ OR Produced Identification _____
Type of Identification Produced _____

My Commission Expires _Sep 27 2024_

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RFP #2021-04 IT Support and Consulting Services

HOLD HARMLESS AGREEMENT

I BEN KEENE (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

_____
Witness

STATE OF FLORIDA
COUNTY OF Duval

Sworn to (or affirmed) and subscribed before me this 22 day of July, 2021, by (name of person making statement).

_____
Notary Public

> RACHEL PALOMPO
> Notary Public - State of Florida
> Commission # HH 017753
> My Comm. Expires Sep 27, 2024
> Bonded through National Notary Assn.

Personally Known X OR Produced Identification _____
Type of Identification Produced_____

My Commission Expires Sep 27 2024

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/7/2021

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	CONTACT NAME:
Baldwin Krystyn Sherman Partners LLC 4233 Pablo Professional Ct Ste 201 Jacksonville FL 32224	PHONE (A/C, No, Ext): / FAX (A/C, No): 813-984-3201 E-MAIL ADDRESS: certificates@bks-partners.com

License#: L002281 IVENSOL-01

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Valley Forge Insurance Company	20508
INSURER B : Continental Casualty Company	20443
INSURER C : Transportation Insurance Compa	20494
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
iVENTURE SOLUTIONS
7775 BELFORT PARKWAY
Jacksonville FL 32256

COVERAGES CERTIFICATE NUMBER: 1137511966 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	X COMMERCIAL GENERAL LIABILITY	Y		7013590686	2/15/2021	2/15/2022	EACH OCCURRENCE	$2,000,000
	☐ CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$300,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$4,000,000
	X POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$4,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			7013590686	2/15/2021	2/15/2022	COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB X OCCUR	Y		B 7012329267	2/15/2021	2/15/2022	EACH OCCURRENCE	$3,000,000
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$3,000,000
	DED X RETENTION $10,000							$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			7012327096	2/15/2021	2/15/2022	X PER STATUTE ☐ OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N/A					E.L. EACH ACCIDENT	$500,000
							E.L. DISEASE - EA EMPLOYEE	$500,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$500,000

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

CERTIFICATE HOLDER	CANCELLATION
FOR INSURANCE PURPOSES ONLY	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 *[signature]*

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ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/03/2020

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IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must 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		CONTACT NAME: Lockton Affinity, LLC		
Lockton Affinity, LLC		PHONE (A/C, No, Ext): 888-490-9143		FAX (A/C, No): 913-652-7599
P. O. Box 879610		E-MAIL ADDRESS:		
Kansas City, MO 64187-9610		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Hartford Fire Insurance Company		19682
INSURED		INSURER B:		
iVenture Solutions Inc.		INSURER C:		
7775 Belfort Pkwy		INSURER D:		
		INSURER E:		
Jacksonville, FL 32256-6023		INSURER F:		

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ ALL OWNED AUTOS ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ☐ NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N						☐ PER STATUTE ☐ OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ N/A						E.L. EACH ACCIDENT	$
	(Mandatory in NH)						E.L. DISEASE - EA EMPLOYEE	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$
A	Cyber & Privacy Errors & Omissions Claims Made Policy			37-TE-0342420-20	10/23/2020	10/23/2021	Ea. Wronful Act	$5,000,000
							Aggregate	$5,000,000
				Retroactive Date:	10/23/2003		Retention	$15,000

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

CERTIFICATE HOLDER	CANCELLATION
1270231 Proof of Coverage	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 *[signature]*

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35411098   1270231

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RFP #2021-04 IT Support and Consulting Services

NON-COLLUSION AFFIDAVIT

I __BEN KEENE__ (Respondent) of the firm of __NENTURE SOLUTIONS__ (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

STATE OF FLORIDA
COUNTY OF __Duval__

Sworn to (or affirmed) and subscribed before me this __22nd__ day of __July__ 20 __21__, by (name of person making statement).
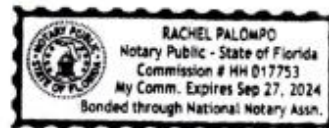
_____
Notary Public

RACHEL PALOMPO
Notary Public - State of Florida
Commission # HH 017753
My Comm. Expires Sep 27, 2024
Bonded through National Notary Assn.

Personally Known __X__ OR Produced Identification _____
Type of Identification Produced_____

My Commission Expires __Sep 27 2024__

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Drug Free Workplace Form

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 contender to, any violation of Chapter 893 or of and 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 though 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

✻ SEE IVENTURE DRUG AND ALCOHOL WORKPLACE POLICY

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<u>Drug and Alcohol Workplace Policy</u>

iVenture ("the Company") is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. Any individual who conducts business for the Company, is applying for a position or is conducting business on the Company's property is covered by our Drug and Alcohol Free Workplace Policy.

As a condition of initial and continued employment, the Company prohibits employees from reporting to work or performing their duties with any alcohol or unlawful drugs in their systems. Employees also are prohibited from using, possessing, manufacturing, distributing, soliciting, purchasing, or making arrangements to distribute alcohol or unlawful drugs and/or drug paraphernalia in the workplace, while at work, off site on Company business or representing the Company, on Company or customer property (including in personal vehicles onsite), during lunch or breaks, or in Company vehicles. Further, the Company prohibits all unlawful drug use, possession, or distribution, whether on or off duty. Any illegal drugs found will be turned over to the appropriate law enforcement agency. Violation of this Policy is a terminable offense and may result in criminal prosecution.

Possession or distribution of illegal drugs, or any other violations of this Policy, will result in disciplinary action, up to and including immediate termination. If you have a problem with drug or alcohol abuse, you are encouraged to seek professional help in overcoming your problem. We will be supportive of your sincere attempts at rehabilitation. Fully rehabilitated abusers who remain drug free may return to work as employees in good standing. Nothing in this policy prohibits an employee from being disciplined or discharged for other violations and/or performance problems.

The Company requires each employee, as a condition of employment, to participate in post-accident and reasonable suspicion drug testing. Employees may be asked to submit to a drug and alcohol test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs, such as marijuana, or alcohol, or both.

This company maintains an Employee Assistance Program (EAP). The purpose of an EAP is to provide help to employees and their families who suffer from alcohol, drug abuse or other problems. The EAP is designed to help individuals manage personal problems that can impact their well-being and work performance. Treatment is confidential (unless an EAP counselor is required by law to disclose information such as child abuse) and will not become a part of an employee's personnel records. For more information about the EAP, contact the People Operations Department. It is the responsibility of an employee to seek assistance *before* alcohol and drug problems lead to disciplinary actions. Once a violation of this policy occurs, subsequently seeking assistance on a voluntary basis will not necessarily lessen disciplinary action and may, in fact, have no bearing on the determination of appropriate disciplinary action.

This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medication's effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to Human Resources. Employees need not, however, disclose underlying medical conditions.

All employees will abide by the terms of this Policy and will notify the Company of any conviction of, or plea of guilty or nolo contender to, any violation of Chapter 893, Florida Statutes, or of and 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. An employee who is convicted or pleads guilty or nolo contender to any violation of Chapter 893, Florida Statutes, or of and controlled substance law of the United States or any state, for a violation occurring in the work place is subject to required participation in a drug abuse assistance program and/or disciplinary action up to including termination at the discretion of the Company.

I have read and accept the terms outlined in this memorandum.

Employee Signature: _____   Date: _____

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iVenture is a live answer help desk, therefore all support calls are answered in real time, avoiding anyone from ElderSource having to leave a message and wait for a return call. This support team is dedicated to answering inbound help desk level calls and resolving them in under 20 minutes. The team handles 45% of all incoming support calls and most are resolved in 20 minutes or less. Callers do not need to wait for their dedicated engineer or field techs to become available to assist with help desk calls.

The iVenture SLA is included below. Our response times for items are based on the impact it has on the business, not on the actual item itself. For example, if a stuck key on a keyboard is in the accounting department and not allowing invoices to be processed, this could fall into a priority 1 or priority 2 since it is a mission critical function. If the stuck key is for the employee computer in the breakroom that is used for employees to surf the internet during their break, this would fall into a priority 5 as that it is not impacting productivity. The impact to the business applies to the prioritization for all service issues that are submitted.

Severity	Description	Business Hours Coverage	24x7x365 Coverage
Priority 1 – Emergency	Impacts entire business unit or company; is mission critical and there is no workaround available. Examples: Network is down and no one can work.	Within 1 Business Hour	Within 1 Hour
Priority 2 - High	Impacts one to five individuals, no workaround, or limited workaround available. (e.g., PC with critical data won't boot; single application is not available; email issues impacting a group of users.)	Within 4 Business Hours	Within 4 Business Hours
Priority 3 - Medium	Issue impacting workflow but workarounds available. (e.g., Can't check email from one computer using Outlook, but able to check email using iPad; can't print to one printer but can print to another.)	Within 1 Business Day	Within 1 Business Day
Priority 4 - Low	Minor impact on productivity or inconvenience. (e.g., A temporary error message appears when launching an application; application is working but slowly.)	Within 3 Business Days	Within 3 Business Days
Priority 5 – Non-Urgent	No impact on productivity, or request for future service. (e.g., Advanced notice of new user setup.)	Within 3 Business Days	Within 3 Business Days

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iVenture Team Structure

- iVenture's organizational structure is designed to provide customers with a high-level of personal service through a dedicated team of technology professionals, combined with additional technology technical expertise available from the company as a whole.

- Our unique Dedicated Service Team model differentiates us from most managed service providers by giving you instant access to your own group of IT experts, each of them with deep technical experience and in-depth knowledge of your business. Every team has a finite set of customers, enabling our experts to establish a close partnership with you that is predicated on trust and speedy responses to your needs.

- Key personnel include a Team Lead, Principal Consultant, Account Manager, Onsite Engineers, Lead Engineer, and Systems Administrators & Engineers.

- Your Dedicated Team is complimented within iVenture by several specialized groups throughout the company, including a First Response Team (Live-Answer Help Desk), Project Engineers, Business Services, and Network Operations/Innovation.

- FRT (First Response Team) streamlines our resolution process:
  - Your ticket goes straight to the FRT team for resolution
  - 50% of all issues are resolved at this step
  - If necessary, FRT escalates ticket to your dedicated team for final resolution
  - You are kept informed throughout the entire process

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Appendix A – Included Security Layers

iVenture's service plans include a baseline security offering designed to quickly increase the overall security of your network. The following items are included in your monthly iVenture fees at no additional charge.

1. iVenture Vault – server based snapshot backup technology. Full system snapshots are taken every 1 hour, data is stored locally and encrypted for near-instant restores, and sent offsite securely to iVenture managed secure storage. This system allows for file level restores as well as full system restores in the event of hardware failure, software issue, or security breach.
2. Test Restores – monthly test restores with full documentation to ensure your data is protected and recoverable.
3. Crypto-Block – configurations are placed on your supported file-servers to block crypto-like activity before your data is infected or encrypted. The system blocks most encryption type hacks and ensures that your systems not impacted. iVenture is notified of such attempts, the source, and can work with the user to further educate and prevent future occurrences.
4. Complex Password Policies – policies are put in place to require complex passwords for all administrative and user accounts.
5. Secure Device Accounts – iVenture changes all network device passwords to complex passwords, and creates separate iVenture and client administrative level accounts.
6. Included Anti-Virus/Anti-Malware – a fully managed server and workstation anti-malware/anti-virus protect to protect all machines.
7. Included Web Filter Agent – web filtering for all workstations (regardless of location) to block harmful websites and code.
8. Regular Administrative Password Rotation – monthly change of administrative accounts used by iVenture.
9. Secure Data Storage – all data about your network and passwords is securely stored at iVenture in an encrypted database, protected by next-generation firewall technology and two-factor authentication.
10. Secure Access – All iVenture employees undergo initial and periodic background checks. All access to your systems by our staff is logged and reviewed.

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1.) Grower Ketcham, PA
   a. Orlando, FL
   b. Tina Dunn, Manager, Information Systems
   c. Phone: (407) 718-7966
   d. Email: tdunn@ketmw.com
   e. Services Provided: end-to-end IT support (servers, network, desktop, helpdesk) & private cloud

2.) LightPath Technologies
   a. Orlando, FL
   b. Erik Ferreira, Director of Information
   c. Phone: (407) 382-4003 ext. 368
   d. Email: eferrerira@lightpath.com
   e. Services Provided: end-to-end IT support (servers, network, desktop, helpdesk) & private cloud

3.) Gulfcoast Legal Services
   a. St. Petersburg, FL
   b. Tammy Greer, Executive Director
   c. Phone: (727) 821-0726
   d. Email: tammyg@gulfcoastlegal.org
   e. Services Provided: end-to-end IT support (servers network desktop, helpdesk)

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Appendix C - Key Differentiators and Value-Adds

iVenture is a unique managed services provider that brings extensive operational maturity specifically to small and medium size businesses.

Some of our key differentiators are:

- Our continued company growth and size is evidence of our operational success, all while staying focused on the needs of small and medium sized business. We are one of the largest and most successful managed services providers serving this market in the state of Florida.

- Our laser focus on small and medium businesses ensures that we do not stretch our talent focusing on the "big client" at the expense of current clients.

- No single industry makes up more than 20% of our revenue and no single client makes up more than 5% of our managed services revenue. This ensures that we stay focused in providing great service to all clients and can withstand changes to any particular industry.

- We are a security focused managed service provider. Our SOC 2 Type II certification is a stamp of security approval. This security audit reviews internal controls, policies, and processes with the following criteria: security, availability, processing integrity, confidentiality, and privacy. Passing this audit means iVenture is operating at the highest security standards.

- Our team-based approach is designed to ensure that you can enjoy the benefits of working with an intimate group of IT professionals who truly learn your business and it's unique needs, but also providing you access to the deep technical resources afforded by a larger company.

- Our Principal Consultants are dedicated IT executives and managers and do not share roles such as account management, senior engineer, etc. This allows them to focus on your strategic needs.

- Strong Culture – iVenture is consistently recognized for our culture. Happier employees lead to lower turnover, more dedicated and ultimately better service for you.

- Complete transparency – our custom-built monthly reports give you both an executive level overview of your network and our services with optional deep-dive drilldowns to learn more about exactly what is happening.

- Our comprehensive All-Inclusive IT offering is truly a set monthly cost that you can budget. This includes not only unlimited support, but unlimited projects like upgrades and migration. Our goal is to provide you with financial predictability by eliminating surprise bills.

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Appendix D – Team Makeup

Brian Phillips	Ryan Williams	Jeremy Davies	Michael Deeying	Roger Parani	Matthew Mattera
Technical Team Lead	*Principal Consultants*	*Technical Consultant*	*Technical Account Manager*	*Systems Engineer*	*Systems Administrator*
Brandon Deaver	Brandon Pascarella	Thien Nguyen	Misael Matos	Robert Orstadius	Brandon Gayne
Onsite Engineer	*Systems Administrator*	*Onsite Engineer*	*Onsite Engineer*	*IT Support Specialist*	*IT Support Specialist*

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