

Proposal for



City of Central Falls

IT Support Program - Renewal

April 23, 2020

Project Background

Apex has been providing remote and onsite IT support to the City of Central Falls for the past three years.

This agreement is to renew these services for 12 months. All hourly rates are in accordance with RI State MPA #230 "Computer Technical Support Services".

Apex Resources Available to Central Falls

Apex will use a team of resources to provide a full range of IT services to the City of Central Falls. Apex's team is structured as follows:

- Apex's Help Desk in Cranston RI. Established and operated in the USA. Staffed by Apex employees; IT engineers with Microsoft, Cisco, Aruba, Dell, Apple, HP, Fortinet, Palo Alto and other skills and certifications.
- Apex's Network Management Center (NMC) in Cranston RI. Established and operated in the USA. Staffed by Apex employees; IT engineers with Microsoft, Cisco, Aruba, Dell, Apple, HP, Barracuda, Fortinet, Palo Alto and other skills and certifications.
- Dispatched and pre-scheduled Field Engineers will be on-site at client locations. IT engineers with Microsoft, Cisco, Aruba, Dell, Apple, HP, Barracuda, Fortinet, Palo Alto and other skills and certifications. Apex Level 1, 2, 3 Engineering and Manufacturer Support.
- Project Management – Included and always available to ensure projects are executed to successful result.
- Apex Cloud Services – Includes E-Mail, Web, Phone, Apex Archive Data Backups, Anti-Spam/Trojan, Workflow and other Cloud services.
- Apex Hosting Centers – Lincoln RI, Hartford CT and Westborough MA. The best facilities for SaaS Hosting and Apex Cloud Services.



APEX ASSIST – Remote and On-Site Engineering Support

Service	Pricing
Help Desk Services	Unlimited – See details on this page
Remote Repair Service	Unlimited – See details on this page
Remote Server Administration	Unlimited - See details on this page
Remote Monitoring Service	See details on pages 4
IT On-Demand Dispatch	As needed – See details on this page

Unlimited Business-Hour Remote Support from Apex’s IT On-Demand Help Desk

Central Falls’ end-users can call or e-mail to open a Help Desk ticket. Apex’s IT On-Demand Help Desk will provide live-answer, telephone support and troubleshooting Monday-Friday from 8:30am-5:00pm.



Remote Repair Services

Utilizing industry standard remote access applications Apex’s engineers will access and the City’s Windows Server and client desktops whenever possible. These services are performed on an as-needed basis.

Remote Server Administration

Apex will provide server administration for the City’s servers. This service is performed on an as-needed basis. Tasks may include:

- Add/Delete user accounts
- Add/Delete user Groups
- MAC (Move, Add Change) activities that can be completed remotely (maximum 3 devices)

Remote Support, On-Demand Dispatch and After Hours Service:

Support Type	Description	Price	Minimum Billing
Telephone Support – Business Hours	8:30am-5:00pm EST Monday-Friday	Included in IT Support Program	N/A
Telephone Support – 2-hour callback	5:00pm-11:00pm EST Monday-Friday	\$145.00/hour	1 hour
Telephone Support – 2-hour callback	8:30am-11:00pm EST Sat, Sun and Holidays	\$175.00/hour	1 hour
On-Site Dispatch	Same Business Day. 8:30am-5:00pm	\$150.00/hour	2 hours
On-Site Dispatch	Next Business Day. 8:30am-5:00pm	\$135.00/hour	2 hours
On-Site Dispatch	2 nd Business Day or After	\$100.00/hour	2 hours

APEX ALERT - Network Monitoring, Maintenance and Repair (includes Unlimited Remote Support)

To perform network monitoring and repair services, Apex installs a monitoring “agent” on the servers and each desktop. Once installed, Apex’s Network Management Center (NMC) provides 24x7x365 alarm monitoring and reporting. If a monitored component can be remotely diagnosed and repaired, it will be done so automatically. If a repair requires an engineering dispatch, it will be subject to IT On-Demand Dispatch rates and be approved prior to dispatch.

The Apex Alert monitoring program provides:

- Unlimited remote support
- 7/24 Monitoring of Internet Connection
- Working with ISP to resolve any Internet outages
- Monitoring of firewall
- Monitoring of servers
- Monitoring of network electronics
- Remote alarm and escalation processes
- Remote repair services

Included Features - Total Desktop Care +	
LogMeIn Pro Remote Control	✓
Patch Whitelisting Service	✓
Antivirus Management (assumes Webroot)	✓
Web-based Management Portal	✓
Desktop Performance Monitoring	✓
Policy Management	✓
Client Communicator with Self-Help Center	✓
Webroot Antivirus License* - See Below	✓
Included Features - Preferred Server Care	
2,400 preconfigured monitoring rules with continuous updates	✓
LogMeIn Pro	✓
Ticket-based workflow	✓
Ticket escalation with steps to resolution	✓
Update definitions for Antivirus (assumes Webroot)	✓
Remote restart of services and low disk space clean-up by the NMC	✓
Automated patching with flexible installation schedule and optional reboot	✓
Resolve Windows patch failures and reboot based on patch schedule you set	✓
Full remote problem resolution by NMC	✓

APEX ASSURE - WEBROOT SecureAnywhere™ Business Anti-Virus Protection



- Instantaneous protection and fast scans without the hassle of time-consuming patches and signature updates.
- Centralized and simplified management – allows our help desk and on-site engineers to see all users on one screen and troubleshoot and repair issues faster.
- More efficient use of resources – Webroot uses less memory and processing power on each device. This results in better performance for those devices.

Our Webroot Antivirus Service is a managed IT service. That means, you simply contact Apex's Help Desk at 401.277.3000 Ext. 8 or email support@apextechgroup.com for Work Requests, Troubles or other IT help related to this service at no charge.

APEX ADVISE

IT Executive and Administrative Functions

Apex's Account Manager and/or Senior Engineer will schedule quarterly meetings with the City to discuss IT strategy and planning for budgeting and project prioritization. The agenda for these meetings may include:

- Support with any existing or planned IT strategic planning and forecasting
- Annual IT budget review
- Recommendations and development of priority projects
- Vendor review and optimization Plan
- Annual updates to strategic documents and technology diagrams
- IT Operations - will communicate regularly on IT issues, goals and other technical matters
- Metrics and activity reports

Monthly Executive Reports

These monthly reports will provide a dashboard status of the City's network environment. Areas covered include:

- Antivirus status
- Malware status
- Desktop patch updates
- Server patch updates
- Server usage and availability

Pricing – Apex Assist, Alert, Assure and Advise

Type	Per Device Cost	Quantity	Extended
Server	\$ 77.00	8	\$ 616.00
Desktops	\$ 44.00	58	\$ 2,552.00
Network Devices	\$ 73.00	6	\$ 438.00
Total Monthly Cost			\$ 3,606.00

All hourly rates are in accordance with RI State MPA #230 “Computer Technical Support Services”.

Apex’s Optional Services

Procurement Services

Central Falls can procure any required hardware/software and solutions from Apex. Apex is a certified reseller for Microsoft, Cisco, Aruba Networks and many others. Apex will provide design, specification and procurement services. Apex charges for design and specifications, unless hardware/software is purchased through Apex.

Projects

Projects include relocations, upgrades and other IT efforts that can’t be accomplished on scheduled support visits. Projects will be scoped and presented for approval.

Approvals

City of Central Falls agrees to engage The Apex Technology Group, Inc. for the services described in this proposal.

- The term of this agreement is one year from the first day of the month after the date of approval. Payment terms are net 30 days and interest penalties apply to late payments.
- Please note that state sales taxes and/or shipping charges have not been included and will be charged in the final price, if applicable. Required travel and incidental expenses will be billed separately with prior approval of City of Central Falls.
- If a greater scope of work is required, Apex and City of Central Falls will agree to the incremental scope and Change Order. Apex will invoice City of Central Falls for any changes.
- The City of Central Falls agrees not to hire or attempt to hire any current/former Apex employee, contractor or vendor. City of Central Falls understands and agrees that Apex shall suffer irreparable harm in such an event.
- The Apex Technology Group, Inc., its officers, agents, employees and contractors cannot be held liable, financially or otherwise, while providing IT services to City of Central Falls. The following costs are not included in this proposal.
 - Required hardware or software necessary to complete project but not quoted in this proposal
 - Support costs that may be applied by other vendors

The undersigned are authorized to approve this agreement:

For The Apex Technology Group, Inc.

Name: Michael O'Connell

Date: 7/14/2020

Title: VP, Client Services

Signature: 

For City of Central Falls

Name: James A. DiOSSA

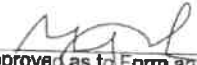
Date: June 3, 2020

Title: Mayor

Signature: 

Reviewed

Barbara J Addison
Director of Finance


Approved as to Form and Correctness
Matthew J Brzyk, City Solicitor