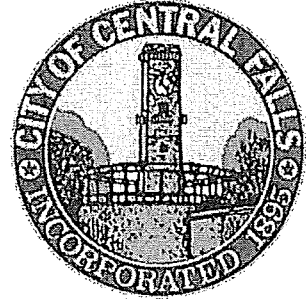




Proposal for



City of Central Falls

IT Support Program

February 24, 2017

Project Background

On Thursday, February 23, 2017 Apex Sales Director Mark Centracchio and Service Delivery Director Mike O'Connell met with the Central Falls City Clerk, Sonia Grace. We discussed the current IT support model; the City currently receives limited IT support from the City's School Department. This support is not adequately addressing the City's needs.

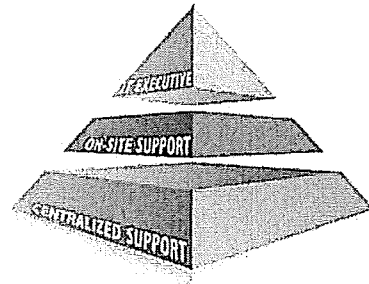
Central Falls has an immediate need to implement a functional IT support model that is built around proactive monitoring, as well as remote and onsite support. The City also requires assistance and guidance with IT strategy, planning and budgeting.

This proposal seeks to address these needs. Apex has significant experience in delivering these types of programs to all types of business, including municipal governments.

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, Barracuda 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 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 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.

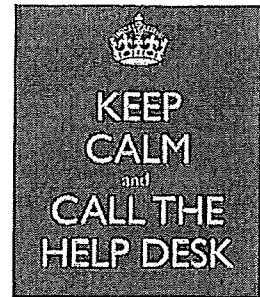


APEX ASSIST – Remote and On-Site Engineering Support

Service	Pricing
Help Desk Services	Unlimited – See details on page this page
IT On-Demand Dispatch	As needed – See pricing page 4
Remote Repair Services	As needed – See details on page this page
Remote Monitoring Service	See pricing on page 5
Remote Server Administration	As needed – See details on page this page
Scheduled On-Site Support	Quarterly Health Checks – See pricing on page 4

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)

Scheduled On-Site Support

An Apex engineer will be on-site one day per quarter to apply any software patches, updates or other relevant activities consistent with a pre-determined schedule. Additionally, Central Falls can have the engineer perform any necessary IT activities such as moves, adds, changes and non-emergency repairs.

Scheduled on-site activities will include:

- Apply Microsoft and other updates to IT environment
- Perform new installations, moves, add, changes
- Troubleshoot and repair IT components

- Check status of UPS
- Perform IT services (MAC, Repair)
- Identify network improvement/upgrade opportunities

Support Type	Description	Price
On-Site Support – One Day Per Quarter*	8:30am-5:00pm EST Monday-Friday	\$800.00**

*A “day” is defined as 8 hours.

**This hourly rate is in accordance with RI State MPA #230 “Computer Technical Support Services”

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 process
- Remote repair services

One-time transition fee: ~~\$2,635.00~~ Waived

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*	☑
Malwarebytes Anti-Malware Pro Software	☑
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	☑

**includes Webroot Anti-Virus Protection (see below)*

Type	Per Device Cost	Quantity	Extended
Server	\$ 77.00	6	\$ 462.00
Desktops	\$ 44.00	60	\$ 2,640.00
Network Devices	\$ 9.00	9	\$ 81.00
Total Monthly Cost			\$ 3,183.00 **

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

Network Assessment and Documentation

Apex will conduct a comprehensive review of the City's network. The information gathered will be used to create a current network diagram. This diagram will be used to repair, update and support the network (remotely and on-site) on quarterly visits and when the City contacts Apex for IT assistance. It will also be used for short-term and long-term planning and budgeting of IT projects.

Objectives

The objectives of the audit include:

- Document the current network and server environment
- Improve troubleshooting and efficiency in repairing/supporting the network
- Identify challenges and problems with current network

Project Deliverables

The following elements will be included in the audit deliverables:

- Written summary of current network
- Diagrams of the existing network
- Written summary of challenges with the current network

Apex will render all deliverables in electronic and hard-copy.

Methodology

Apex will perform surveys of the IT environment and gather information in relevant areas. This includes on-site review of all IT components to develop an accurate snapshot. The final document **will include the following:**

- Existing network documents, configurations and logical designs
- Existing TCP/IP addressing schemes
- Documentation of existing network switches, routers, and other WAN/LAN network hardware
- Network operating systems and deployments
- Existing Internet access systems, bandwidth, and other carrier-based services
- Existing network security, firewalls, intrusion detection systems
- Existing backup and disaster strategies
- Existing network services for users

Cost: \$2,400.00*. Upon approval of the IT Support Program, one-half of this cost (\$1,200.00) will be credited to the City's account.

*The hourly rate used for this project is 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 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: MARK CENTRACCHIO

Date: 3/3/17

Title: SALES DIRECTOR

Signature: [Handwritten Signature]

Reviewed per F.S.A. 3/3/17
[Handwritten Signature]
 Leonard Morganis
 Administration & Finance Officer

For City of Central Falls

Name: JAMES A DISSA

Date: 3/2/17

Title: MAYOR

Signature: [Handwritten Signature]

Approved as to form and correctness
[Handwritten Signature]
 City Solicitor