

RFP-RH-21-033 Network Services	IT Solutions Group	Trace3, LLC	MGT of America Consulting, LLC	Groundwork0
	30555 Orchard Hill Place, Suite 600 Novi, MI 48375	5555 Corporate Exchange Court SE Grand Rapids, MI 49512	4320 West Kennedy Boulevard Tampa, FL 33609	2000 Brush Street, Suite 262 Detroit, MI 48226
Firm Established	2011	2001	1974	2001
Years in Business	10	20	47	20
Type of Organization	LLC	LLC	LLC	Did not specify
Years providing similar services to those that the City is requiring?	Has been providing enterprise class consulting, professional and managed services along with hardware and software solutions. This includes enterprise networking security, servers, security, servers, storage and virtualization. Consults with their customers to design, implement and help manage the entire enterprise solution consistent with industry norms and best practices.	More than 10 years.	Have worked with thousands of public entities around the world supporting improvements in every aspect of performance and organization. To meet the demand for information technology services, over the past 15 years they have built a cybersecurity practice focused on bringing clients state-of-the-art hardware and software solutions.	Has been providing network services including but not limited to consulting, installation, support, maintenance and emergency response since their inception in 2001. Has provided services to hundreds of customers in Michigan and Ohio.
How many public sector (governmental) clients has your company served?	List provided.	Has a mix of 85% private sector and 15% public sector business. Their Government clients include the State of Michigan, State of Indiana, State of Arizona, City of Phoenix, City of East Grand Rapids, and City of Grand Rapids.	Has completed more than 13,000 engagements for thousands of public sector clients. Has delivered solutions in virtually every county of Michigan.	Has served 16 Government clients.
Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?	Can provide 24/7/365 if required and agreed upon. Additionally they work with their OEM partners to provide after hour services via support contracts for 9x5 customers.	They have 24-hour support from their Network Operations Center located in Grand Rapids, MI and Louisville, KY.	Yes, has in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web through their services which are housed in their Cybersecurity network Operations Center (NOC) in Alpharetta, GA. With managed detection and response services, threat analysts are working for City as soon as system is installed. Specialists investigate any alerts on your network, escalate real incidents to City's attention, and help eliminate the threat.	Yes
Do you depend on overseas, off-hours support staff?	No	No. Support staff is located in the United States.	Yes, while their services are 24/7/365, they do have emergency roll-over to overseas support facilities.	No
What is your closest support facility?	Novi, MI	Grand Rapids, MI	Alpharetta, GA	Detroit, Michigan
Explain the warranties that apply to the services provided relative to this project?	Will fix any issue or problem as a result of unsatisfactory work as soon as possible by notice. Upgrades, patches and software updates do come with some inherent risk of possible negative effects. Will work with the OEM's and the city IT staff to fix any issues.	Standard warranty is 30 days from the date of client acceptance.	Will ensure that the licensing and subscriptions provisioned are for a period of 5 years. All associated warranties are 5 years. All hardware proposed will not be end of life for at least 5 years. Their partnership with firewall OEMs allows for next business day replacement of parts and any hardware as required by the City.	Installation and Service Labor for 5 years from the date of the work performed. All parts and or components that they use to complete an install or repair guaranteed for one year from the date of the work performed. Manufacturer's warranties are separate from their parts and workmanship warranties.
Guarantee that if problem arises that you do not have the internal expertise to resolve issue, you will go "outside" to find the expertise at no cost to The City?	They work with their OEM and other partners to deliver complete solutions. There are times where they must consult with other partners, OEM or otherwise, to complete a project or enable a technology they are unfamiliar with. They partner with a number of entities to help provide expertise and utilize their OEM and distribution partners to ensure a successful project. They will not hesitate to pick up the phone and call someone with the expertise required.	Will provide best effort to get issues resolved.	Has relationships with all major Network and Security OEMs including those specified for this engagement. Can escalate all technical questions directly to the manufacturers and other subject matter experts best able to quickly resolve any issues.	Will never charge the customer more than their stated rates for any work performed by 3rd parties or subcontractors required to execute installation, maintenance or repair work.

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What services do you intend to outsource/subcontract?	None, although they do engage with their OEM partners regarding software and hardware support as a normal course of business.	It is their intent to provide all services in-house.	Does not plan to outsource or subcontract any services for this engagement.	None
Resources you are capable of bringing to the City? Submit staff profiles.	Senior Solutions Architect has 30 years of enterprise IT experience. Has a vast array of certifications and practical experience. Has implemented and managed many solutions the City outlined. Experience in HPE simplivity, HPE Aruba switches, Fortinet firewalls & WiFi. Names of Solutions Architect provided in response.	Has elite team of engineers and support staff. They have detailed their Managed Team and provided a sample bio in their response document.	Has more than 100 network and security engineers on staff, ensuring they always have the expertise and capacity to respond to any need quickly and comprehensively. Full profiles and resumes of their staff assigned to this project and examples of similar work are provided in their proposal.	Staff profiles provided in response.
Telephone Support provided? Describe hours and program.	Can provide 9 x 5 x 8 hours, 7 x 24 x 365 or custom hours for support depending on the needs of the organization.	Network Operations Center is staffed 24x7x365 to provide telephone support based on priority tiering.	Can provide the full range of managed network services up to and including 24-hour help desk response.	Technical resources are available 24/7 on their cell phones, and the whole team can be instantly messaged on the private Slack channel that will be set up specifically for the City of Rochester Hills. Their business model does not include a traditional help desk process.
Do consultants have the ability to work remotely? Describe the process.	Yes, they have been working remotely for years. Currently they provide services to customers here and around the globe supporting their customers and their infrastructure solutions.	Resources can work remotely through VPN or WebEx.	Yes, their consultants are comfortable with and routinely provide remote consulting services to provide rapid cost-effective response for their clients. They have access to on-line communication tools and will work with the City's environment as needed.	Yes, their engineers can work remotely and typically do when possible. Remote access is critical for scheduled or emergency service as our engineers need to have the ability to securely access the network or device.
Provide a work plan for the as needed network services.	Work plan provided.	City would open a ticket to their ConnectWise Managed Service Desk system. The team will provide support and follow-up dependent on the scope of the service request.	Work plans, schedules, and timelines are unique to each task and can be modified based on type of service and input from the City's key stakeholders to meet the project's specific objectives. They have provided a sample work plan in response.	Detailed work plan included in response.
Provide the procedure for handling night, weekend call and/or emergency calls:	First and easiest option is to direct dial or text the primary solution architect for the account. If there is no immediate response then dial their main business line. A process will be set up to notify them of an outage/emergency.	Their NOC is available 24x7x365. City can place call to open a ticket and the team will provide support and follow-up dependent on the scope of the service request.	Will be available during the City's normal business hours. Maintenance and repair activities will be carefully planned and approved by any potentially affected department in the City prior to being performed and when required they will perform maintenance service after hours and on weekends. Will respond to all urgent or emergency service requests with 24-hours a day, weekends and legal holidays including.	Customers have unlimited access to our engineering team and support personnel 24/7 via cell phone or Slack. Engineers understand that they are responsible to respond to customer requests at all times, ASAP, unless they are PTO.

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List three (3) similar service accounts.	Three accounts provided.	Three accounts provided.	Three accounts provided.	Three accounts provided.
How many full-time employees?	9	914	250	10
How many part-time employees?	3	0	0	0
List any exceptions to the request for proposal:	None	List of exception provided in response.	No exceptions.	No exceptions.

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 Network Services Cost Proposal

IT Solutions Group
 41039 S. McMahon
 Novi, MI 48375

Trace3, LLC
 5555 Corporate Exchange Court SE
 Grand Rapids, MI 49512

Labor Category	Hourly Rate (8am to 5pm) Monday-Friday	Hourly Rate (After 5pm) Monday-Friday	Hourly Rate (Saturdays, Sundays and Holidays)	Labor Category	Hourly Rate (8am to 5pm) Monday-Friday	Hourly Rate (After 5pm) Monday-Friday	Hourly Rate (Saturdays, Sundays and Holidays)
Enterprise Server, Storage	\$100.00	\$125.00	\$225.00	Patching as a Service	\$10.00 per month per device		
PC Printer, IOS, Android	\$55.00	\$90.00	\$140.00	Monitoring as a Service	\$50.00 per month per device		
Enterprise Security	\$110.00	\$150.00	\$245.00	Day 2 Services	\$180-\$230	1.5x hourly rate	2x hourly rate
Training/Group Support	\$115.00	\$135.00	N/A				

List any Exceptions to above chart:	Left blank	Urgent requests subject to 2x multiplier
Include any additional costs.		
Do you charge a trip charge?	Yes	Yes
If yes, Trip Charge amount:	\$25.00	Travel to site and back. Charge 50% of hourly rate for travel each way.
Define a "complete trip":	Round trip.	
Are there any other charges?	Yes	No
If yes, clearly identify:	Any materials required will be billed separately, if any.	
List any exceptions to the above:	Left blank	No
Provide the percentage of cost to be charged to City for any materials /products/equipment replaced or repaired:	0% assuming under warranty/OEM Support	105%
Initial start-up work		
Anticipated number of hours	6	One month to set-up
Hourly Rate	100	Dependent on scope of set up
Total Cost for Initial Start-up work	\$600.00	Dependent on scope of set up
Acknowledge that you will provide a minimum of one yr. warranty	Yes	No
Comments and/or exceptions:		Product warranties are OEM pass-through and, per the earlier response, our services warranty is 30 days from date of acceptance.

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Is pricing firm for the potential 5-year length of contract?	No	No
If no, price increases over the potential 5-year term of the contract:		
2022	0%	5%
2023	5%	5%
2024	0%	5%
2025	5%	5%
Included a signed Hold Harmless?	Yes	No
Provided a completed W-9?	No	No
Can meet City's insurance requirements?	Yes	Yes

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 Network Services Cost Proposal

MGT of America Consulting, LLC
 4320 West Kennedy Boulevard
 Tampa, FL 33609

Groundwork0
 P.O. Box 392
 Swartz Creek, MI 48473

Labor Category	Hourly Rate (8am to 5pm) Monday-Friday	Hourly Rate (After 5pm) Monday-Friday	Hourly Rate (Saturdays, Sundays and Holidays)	Labor Category	Hourly Rate (8am to 5pm) Monday-Friday	Hourly Rate (After 5pm) Monday-Friday	Hourly Rate (Saturdays, Sundays and Holidays)
Network Engineer	\$165.00	\$185.00	\$210.00	Network Engineer	\$125.00	\$125.00	\$125.00
Cyber Security Engineer	\$165.00	\$185.00	\$210.00	Data Center Engineer	\$125.00	\$125.00	\$125.00
				Network Technician	\$49.00	\$49.00	\$49.00
				Project Manager	\$125.00	\$125.00	\$125.00

List any Exceptions to above chart:	Left blank	
Include any additional costs.		
Do you charge a trip charge?	Yes	No
If yes, Trip Charge amount:	\$3,000. This is an estimate not to exceed amount for 3 days.	
Define a "complete trip":		
Are there any other charges?		No
If yes, clearly identify:		
List any exceptions to the above:	NA	
Provide the percentage of cost to be charged to City for any materials /products/equipment replaced or repaired:	100%	For replaced or repaired equipment the customer will be billed their cost of materials plus 5% standard labor rates apply. 5 year warranty on labor, one year on parts.
Initial start-up work		
Anticipated number of hours	120	40
Hourly Rate	\$165.00	\$125.00
Total Cost for Initial Start-up work	\$19,800.00	\$5,000.00
Acknowledge that you will provide a minimum of one yr. warranty	Yes	Yes
Comments and/or exceptions:		None

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MGT of America Consulting, LLC
4320 West Kennedy Boulevard
Tampa, FL 33609

Groundwork0
P.O. Box 392
Swartz Creek, MI 48473

Is pricing firm for the potential 5-year length of contract?	Yes	Yes
If no, price increases over the potential 5-year term of the contract:		
2022		
2023		
2024		
2025		
Included a signed Hold Harmless?	No	No
Provided a completed W-9?	Yes	Yes
Can meet City's insurance requirements?	Yes	Yes