

Proposal Tabulations		BS&A Software	
Third-Party Web Site Hosting Services		14965 Abbey Lane	
RFP-RH-17-043		Bath, MI 48808	
		517-641-8900	
Years in Business		26	
Years providing web hosting services		17	
Experience with governmental websites		100% of their customers are local and county governments.	
Parent Company		None	
How many municipal clients have you served. Provide list of municipalities		Has over 2,000 customers. A complete list is in response.	
How many clients currently server with types of services		Nearly 900 municipalities are using AccessMyGov/Internet Services. This web service offers municipalities the opportunity to display data online for public access, with the option to take online bill payments.	
Experience with hosting a website using BS&A Software		Has been hosting a website to allow users to display publicly available data via the web since 2000.	
Full-time employees / Part-time employees		141 Full Time / 12 Part time	
Have in-house support staff available 27/7/365 to provide diagnostics/troubleshooting via phone/web?		Customer support hours are 8:00 a.m. to 5:00 p.m. They do have I.T. Staff that monitor web servers after hours to ensure they remain operational.	
Any dependence on overseas, off-hours support staff?		No, support staff is located in Bath, Michigan.	
What services will be outsourced or subcontracted?		None	
Submit profiles of staff to be assigned		Provided.	
As a hosting service, what is the current process for keeping your servers and other infrastructure maintained and up-to-date with regards to antivirus, encryption technology , intrusion detection and patch management, etc...		They update and patch servers on regular intervals, consistent with industry best practices and prioritized for conditions of severity.	
Are reports provided on updates, intrusions and denial of service attacks, etc...?		They do not currently provide automatic notification of attempted intrusions. They provide notifications of maintenance windows.	
Describe your method of hosting web services		The website uses unpublished code with unpublished APIs. It is hosted on web servers located on-site at BS&A. The servers undergo scheduled maintenance that includes virus scanning as well as Microsoft-mandated operating system security and feature updates.	
Describe your physical security, applications and content testing procedures, backup procedures, disaster recovery plan and process.		Off-site backups of BS&A servers are made daily. The servers hosting reside in secured, climate-controlled server room with redundant cooling, power, and internet connection. Access is provided to provided to only select employees and entry activity is logged. City data remains on the City's server and falls under City's backup and recovery plan.	
Explain your responsibilities and actions in the event of a denial of service.		Denial of service attacks are monitored internally and at the ISP level, with activity being reviewed weekly. Internal procedures currently in place have been effecting in resolving previous denial of service attempts.	
What is your current percentage of up time for servers hosting web pages and related data?		Current percentage of up time for the service is 99.98%. Most of the minimal downtime experienced is a result of planned server maintenance, which the City would be notified ahead of time.	
Describe any training included in the proposal		Training is generally not required. During implementation, their I.T. specialists will go over the features of the application and instruct the administrator on how to generate and run reports from the system.	
Describe how your organization responds to a notice of technical problems and/or site failures		Once a problem is detected, I.T. staff will work with the customer to correct issues and get the site back online.	
Provide a list of standard maintenance services offered		They support and maintain the servers hosting the website. Customer data remains on the customer's servers, and customer retains full responsibility for maintenance of that server.	
Provide a copy of standard contract.		Provided.	
Financial Statements included:		Yes	
Able to meet City's Insurance requirement?		Yes	
Provided a W-9?		Yes	
Exceptions taken:		AccessMyGov has the ability to display information for the categories listed in the application, and within each of these categories has some options as the information available to displayed. Please see the response for complete exception.	
AMG-Internet Services			
Pay-Per-Hit Option		City's Annual Servcie Fee - \$0; Resident / End User Fee's \$2/record look up Assessing; tax; special assessment; property sales search; bulding department; \$1/record look up for miscellaneous receivable look ups	
Subscription Option		Year 1	\$13,650
		Year 2	\$13,650 *
		Year 3	\$13,650 *
On-Line Permit Application Services Building Department			
		Initial Fee	\$16,000
		Onsite Implementation / Setup / Training	\$3,300
		Project Management & Implemenation Planning	\$825
		Travel Expenses	\$310
		Total Cost to Implement	\$20,435
Annual Service Fee		Year 1	Included in Implentation costs
		Year 2	\$3,200 *
		Year 3	\$3,200 *
Total Three Year Cost			\$67,785
* may be adjusted by the CPI			