

RFP-RH-17-045 Network Services	IT Solutions Group	IT Resource	LaScala IT Solutions, Inc.
	41039 S. McMahon Novi, MI 48375	701 W. Randall St. Suite C Coopersville, MI 49404	8766 Lewis Avenue Temperance, MI 48182
Firm Established	2011	2000	2010
Years in Business	6	17	7.5 years
Type of Organization	Individual	Corporation	Corporation
Years providing similar services to those that the City is requiring?	Has been providing server, storage, networking and virtualization solutions including patches, updates and upgrades for nearly 6 years. They have worked with local government, K-12, Higher education and commercial based accounts.	Has been providing services required within this RFP since 2000. Experienced staff averaging more than 17 years of experience supporting organizations.	Since 2010 has been providing regular maintenance support services, and customized reporting offering visibility to their clients as it relates to their network health and IT assets.
How many public sector (governmental) clients has your company served?	List provided.	List provided.	List provided.
Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?	Yes, based on contract basis.	Has a full in-house staff capable of providing 24/7/365 remote diagnostics and troubleshooting via the phone, online ticketing system, and remote access.	Team has support and resources in place to be able to provide 24/7 service and support to all their managed service clients. This is available through their remote monitoring and management platform. They use a software called Lab Tech which gives full visibility into client's environments, allow LaScala to investigate potential issues in many cases prior to clients becoming aware there is an issue.
Do you depend on overseas, off-hours support staff?	No	All staff located in Michigan.	No
What is your closest support facility?	Novi, MI	Corporate office is located in Coopersville, MI. Services 200 customers across six states.	Closest support resides in Livonia, 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.	They do not offer written warranties.	Any products needed and replaced by LaScala IT will have associated warranties. All equipment is guaranteed to be maintained throughout the tenure of contract.
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 the hardware and software OEM's on a regular basis to sufficiently fix problems and issues that do come up and are beyond our expertise and/or perhaps strictly an OEM problem that they must resolve. They will interface with them and the city to help bring about a remedy.	Technical support is rare, but IT partners with HPE and VMware for 10 years or more. IT resource will guarantee that any use of outside expertise will not be at the expense of the City.	If there is an issue that at the end of the escalation process further investigation is needed, their owner, Gregory LaScala will personally engage in the situation to determine what resolution is required.
What services do you intend to outsource/subcontract?	None	None	None

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Resources you are capable of bringing to the City? Submit staff profiles.	Solution architects have many years of experience with the OEM's including HPE &VMware but also Microsoft and other relevant OEM's.	Have experience with supporting municipality-based applications, such as BS&A and ESRI ArcGIS. In addition to their governmental agency customers, IT resource provides technology solutions to support services to very large enterprise organizations. Addendum A has profiles of representative staff typically assigned to project.	Patch management, training, version upgrades, IT consulting, Routine repair calls, urgent and/or Emergency Call service and reporting.
Telephone Support provided? Describe hours and program.	Typical business hours are 8 am-6 pm. After hours support can be accommodated to include 24/7 support at an additional cost.	Will provide telephone support during normal business hours, 7 am-6 pm, Monday thru Friday. Issues not resolved on initial call will be managed through defined escalation process and can be monitored through their online ticketing system.	Company will provide technical support services to the client. The company will then investigate the problem and respond appropriately. All support issues should be raised via the company's online ticketing system. Issues will then be tracked.
Do consultants have the ability to work remotely? Describe the process.	Yes	IT Resource associates have the ability to resolve many issues through remote access for a specific date and time prior to commencing any work on the clients system.	Yes, they utilize a remote monitoring and management platform that enables all of their systems administrators and engineers to be able to manage their client's systems and offers full visibility. If the resolutions is not able to be solved remotely, they will then have a tech sent onsite to resolve the issue. There may be an additional product and/or service fee for us of platform.
Provide a work plan for the as needed network services.	Work plan provided.	Work plan provided.	Patch management, training, version upgrades, IT consulting, Routine repair calls, urgent and/or Emergency Call service and reporting.
Provide the procedure for handling night, weekend call and/or emergency calls:	Can be handled by either calling their main office and providing a "911" callout request, direct dial to one or more ITS staff or for an additional charge they can provide a 1-800 service. The first two options are recommended.	They assign staff to be available 24/7/365 days a year to resolve after hour needs. As part of their agreement all key escalation contact information is provided to the customer for the specific product or service they provide. Information includes names, phone numbers,	Team has support and resources in place to be able to provide 24/7 service and support to all their managed service clients. This is available through their remote monitoring and management platform. They use a software called Lab Tech which gives full visibility into client's environments, allow LaScala to investigate potential issues in many cases prior to clients becoming aware there is an issue.

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List three (3) similar service accounts.	Three accounts provided.	Three accounts provided.	Three accounts provided.
How many full-time employees?	3	28	8
How many part-time employees?	4	1	2
List any exceptions to the request for proposal:	None	None	None

RFP-RH-17-045 Network Services	Innovative Technology Solutions	Cygnus Systems, Inc.	Applied Imaging
	P.O. Box 392 Swartz Creek, MI 48473	24700 Northwestern Hwy., Suite 600 Southfield, MI 48075	46620 Ryan Court Novi, MI 48377
Firm Established	2006	1988	1987
Years in Business	11	29	30
Type of Organization	LLC	Corporation	Corporation
Years providing similar services to those that the City is requiring?	Have been providing IT services for over 10 years. They have worked with government agencies as well as small business and national retailers.	Has been providing computer technology solutions for over 29 years. Provides outsourced professional computer network support services designed for municipalities and local businesses.	Applied Imaging has been servicing Michigan since 1997. Their Network services division began 5 years ago.
How many public sector (governmental) clients has your company served?	List provided.	List provided.	List provided.
Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?	Emergency in home support is available 24/7/365.	Yes, System engineers are available 24/7/365	On-Call technicians are available 24/7/365.
Do you depend on overseas, off-hours support staff?	No	No	No. Support members are local in Michigan.
What is your closest support facility?	Flint, MI.	Southfield, MI	Novi, MI
Explain the warranties that apply to the services provided relative to this project?	Provides one year warranty on all hardware, on site support and services. Managed IT support provides a 95% patch guarantee on all covered machines.	Will warranty their work for one year.	Will provide warranties based on the scope of hardware or software that may need to be provided as part of agreement. All manufacturer warranties will apply.
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?	The service will provide a final resolution in all cases. They have agreements with Microsoft, Cisco and other vendors for support.	Did not respond	Proposal is all inclusive for the services requested. In event they can not resolve issue, they will contract with the appropriate vendor to obtain the required services at no additional cost to the City.
What services do you intend to outsource/subcontract?	None	None	None

RFP-RH-17-045 Network Services	Innovative Technology Solutions	Cygnus Systems, Inc.	Applied Imaging
	P.O. Box 392	24700 Northwestern Hwy., Suite 600	46620 Ryan Court
	Swartz Creek, MI 48473	Southfield, MI 48075	Novi, MI 48377
Resources you are capable of bringing to the City? Submit staff profiles.	Response says "see attached resume", but no resume was attached.	They are a Microsoft gold certified partner for network infrastructure and supports services. They also partner with and/or hold certifications with HP, Dell, Sophos, Adtan, Cisco and more. Staff information	Staff profiles provided in response.
Telephone Support provided? Describe hours and program.	They provide remote IT support M-F 9 am - 9 pm and Saturday 10 am - 3 pm. Outside of support hours they provide a person 24/7/365 for after hours support.	Did not respond	Has live representatives from 7 am - 6 pm. Applied imaging has on call associate available 24/7/365. If for any reason an after-hours call is placed and not answered, they guarantee a call back within 30 minutes.
Do consultants have the ability to work remotely? Describe the process.	Yes, any PC managed with their managed IT comes with built in remote support access. Any non-covered machine just requires a user to go to their support site to get connected.	Yes, they are tied into their PSA scheduling system in real time that is managed by their Director of Operations from their headquarters. They have a system that tracks all tickets for assignment to each of their engineers. Service tickets are continuously tracked.	All staff members have the ability to work remotely. Applied imaging provides a support portal to initiate help desk calls.
Provide a work plan for the as needed network services.	Scope plan doesn't provide enough detail for this, services are provided as needed.	Tickets are generated by an authorized City representative with either a call or email from an authorized person. A ticket will be opened. Ticket will be classified and assigned to the appropriate person to resolve issue.	Will provide upon award and completed analysis of the current environment. Applied Imaging and the City will co-author a complete scope of work.
Provide the procedure for handling night, weekend call and/or emergency calls:	Place a call to 248-301-1378, select emergency. On-call cell phone rings and you are connected to a live tech.	Cygnus has 2 engineers on call every evening/weekend. If the ticket is an emergency, the primary engineer will be notified. The engineer will typically respond within 5-10 minutes. If no one has been responded within an hour of call the issue is escalated to the Director of Operations.	They have on call technicians that are available after regular business hours. Clients will place a ticket in their support portal. Technicians will reach out to person that submitted ticket and diagnose problem being reported.

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List three (3) similar service accounts.	Did not provide. Stated "customers requested they don't release their info."	Three accounts provided.	Three accounts provided.
How many full-time employees?	2	32	350
How many part-time employees?	0	0	0
List any exceptions to the request for proposal:	None	For hardware replacement, they will work with the OEM as needed. Parts can be obtained from the OEM for hardware that is under warranty with the OEM. For items that are out of warranty, Cygnus may not be able to obtain parts on behalf of the City.	None

RFP-RH-17-045 Network Services	Access-Interactive	Enertron LLC
	46635 Magellan Drive	38251 South Groesbeck Hwy
	Novi, MI 48315	Clinton Township, MI 48036
Firm Established	1985	2000
Years in Business	32	17
Type of Organization	Corporation	Corporation
Years providing similar services to those that the City is requiring?	Has been in the business of providing technology solutions to business problems since 1985.	Has been providing managed information technology services since 1988. Range of experience from technology fixes, design and installation of complex networks, to day-to-day oversight of the IT structures.
How many public sector (governmental) clients has your company served?	List provided.	List provided.
Do you have in-house support staff available 24/7/365 to provide remote diagnostics/troubleshooting via phone/web?	Yes. Team of 40+ engineers and techs can provide the City of Rochester Hills the 24/7 support onsite or offsite, as well as a fully established partner network that is able to be utilized at anytime.	All services are supported by their Network Operations Center (NOC). They oversee networks, systems and servers on a 24/7/365 basis.
Do you depend on overseas, off-hours support staff?	No	No. All Enertron employees are located in Clinton Twp., MI
What is your closest support facility?	Novi, MI	Clinton Twp., MI
Explain the warranties that apply to the services provided relative to this project?	Will make sure City is 100% satisfied with the service that was performed or they will perform that work at no charge.	Warranties any services provided by their staff for labor for 12 months after the contract end. If hardware is purchased through Enertron, warranties offered by manufacturers will be included in the product purchased.
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?	Is able to perform all tasks at hand and to be able to respond to all requests, no matter what.	If Enertron does not have the skill need to support certain issues if they arise they will find expertise at no expense to the City.
What services do you intend to outsource/subcontract?	Intends to partner with Continuum that will be able to handle all remote services and basic support.	None

RFP-RH-17-045 Network Services	Access-Interactive	Enertron LLC
	46635 Magellan Drive	38251 South Groesbeck Hwy
	Novi, MI 48315	Clinton Township, MI 48036
Resources you are capable of bringing to the City? Submit staff profiles.	Certifications help by their engineers include VCP, CCNA, CISSP, CEH/CPT, MCSE, PCIP, HITRUST.	Overall proposal is comprised of Enertron's Executive management team and 3 help desk technicians. Staff profiles and resumes are included.
Telephone Support provided? Describe hours and program.	They have web based support that offers chat, ticketing system and a page that offers FAQ's. They have a primary and secondary phone line and a point of contact assisted for emergency cases.	Live answer and help desk support is provided 7am-5pm. After hours support is provided from 5pm-7am. Critical problems are addressed immediately in the event of an emergency.
Do consultants have the ability to work remotely? Describe the process.	Yes, they have a work from home policy in place.	Response does not answer if consultants work remotely. Describes the help desk support.
Provide a work plan for the as needed network services.	Work plan will be deployed once an onsite assessment is performed at the start of agreement.	Detailed work plan is listed in the response. The work plan assumption dates are based on the start of the 2018 calendar year.
Provide the procedure for handling night, weekend call and/or emergency calls:	They have web based support that offers chat, ticketing system and a page that offers FAQ's. They have a primary and secondary phone line and a point of contact assisted for emergency cases.	After hours and weekends, support is available remotely. In extreme situations on-site service can be provided day, night, weekends and holidays. The primary point of contact for the City shall be available at all hours for communication, clarification, or support.

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List three (3) similar service accounts.	Three accounts provided.	Three accounts provided.
How many full-time employees?	55	20
How many part-time employees?	0	2
List any exceptions to the request for proposal:	None.	Please see response for five (5) exceptions.

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)
HPE GC380	\$110.00	\$125.00	\$130.00	Help Desk Technician	\$125.00	\$250.00	\$250.00
VSA Updates	\$110.00	\$125.00	\$130.00	Network Engineer	\$140.00	\$280.00	\$280.00
Proliant Updates	\$110.00	\$125.00	\$130.00	Solutions Architect	\$175.00	\$350.00	\$350.00
HPE Switch Updates	\$110.00	\$125.00	\$130.00	Director/Partner Support	\$225.00	\$450.00	\$450.00
DR/Storevirtual Updates	\$110.00	\$125.00	\$130.00				
VMware Upgrades - New	\$125.00	\$140.00	\$160.00				

List any Exceptions to above chart:	None	Remote Monitoring client will be provided free of charge.
Include any additional costs.		
Do you charge a trip charge?	Yes	Yes
If yes, Trip Charge amount:	\$35.00	\$90.00 per hour.
Define a "complete trip":	Round trip.	Round trip to/from Coopersville to Rochester Hills
Are there any other charges?	No, unless otherwise agreed.	No
If yes, clearly identify:		
List any exceptions to the above:	None	None
Provide the percentage of cost to be charged to City for any materials /products/equipment replaced or repaired:	Left blank	100%
Initial start-up work		
Anticipated number of hours	0	40
Hourly Rate		\$175.00
Total Cost for Initial Start-up work		\$7,000.00
Acknowledge that you will provide a minimum of one yr. warranty	Yes	Yes
Comments and/or exceptions:	Yes, to the extent that it is their issue, not a software, hardware, patch or update which will be under warranty from the respective OEM.	None.

Is pricing firm for the potential 5-year length of contract?	Yes	No
If no, price increases over the potential 5-year term of the contract:		
2019	Left blank	3.50%
2020	Left blank	3.50%
2021	Left blank	3.50%
2022	Left blank	3.50%
Included a signed Hold Harmless?	Yes	Yes
Provided a completed W-9?	No	Yes
Can meet City's insurance requirements?	Yes	Yes

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 Services	\$175.00	\$195.00	\$195.00	Onsite	\$75.00	\$112.50	\$112.50
				Remote	\$50.00	\$75.00	\$75.00
				Consulting	\$100.00	\$150.00	\$150.00
				Managed Service-per device	\$35.00	\$35.00	\$35.00

List any Exceptions to above chart:	None	Managed services is per device monthly.
Include any additional costs.		
Do you charge a trip charge?	No	No
If yes, Trip Charge amount:		
Define a "complete trip":		
Are there any other charges?	No	No
If yes, clearly identify:		
List any exceptions to the above:		None
Provide the percentage of cost to be charged to City for any materials /products/equipment replaced or repaired:	100% unless covered by warranty	100%
Initial start-up work		
Anticipated number of hours	25	16
Hourly Rate	\$175.00	\$50.00
Total Cost for Initial Start-up work	\$4,375.00	\$800.00
Acknowledge that you will provide a minimum of one yr. warranty	Yes	Yes
Comments and/or exceptions:	Warranty will be provided for all new parts as replaced by LaScala IT	None

Is pricing firm for the potential 5-year length of contract?	Yes	No
If no, price increases over the potential 5-year term of the contract:		
2019		0
2020		0
2021		3%
2022		5%
Included a signed Hold Harmless?	Yes	Yes
Provided a completed W-9?	Yes	Yes
Can meet City's insurance requirements?	Yes	Yes

Is pricing firm for the potential 5-year length of contract?	Yes	No
If no, price increases over the potential 5-year term of the contract:		
2019	0%	5%
2020	0%	5%
2021	0%	5%
2022	0%	5%
Included a signed Hold Harmless?	Yes	Yes
Provided a completed W-9?	Yes	Yes
Can meet City's insurance requirements?	Yes	Yes

Labor Category	Hourly Rate (8am to 5pm) Monday-Friday	Hourly Rate (After 5pm) Monday-Friday	Hourly Rate (Saturdays, Sundays and Holidays)	Labor Category	Monthly Fee for list of Services		
Off-site support/remote	\$41.00	\$65.00	\$65.00	Intital start-up cost	\$7,500.00		
On-site support	\$125.00	\$190.00	\$190.00	Patch management			
				Network Design			
				Upgrade Service			
				Maintenance & Troubleshooting			
				Emergency Services			
				Training Services			
				Consulting services			
				Products/Equipment			
				product literature			
				trip charge			
				vendor management			
				administrative			

List any Exceptions to above chart:	None	Costs of goods sold for required projects (servers, laptops, etc.)
Include any additional costs.		
Do you charge a trip charge?	Yes	No
If yes, Trip Charge amount:	\$125.00	
Define a "complete trip":	From the time the Tech leaves Novi until the time the Tech returns to Novi.	
Are there any other charges?	No	No
If yes, clearly identify:		
List any exceptions to the above:	None	None
Provide the percentage of cost to be charged to City for any materials /products/equipment replaced or repaired:	A quote will be provided if any products or equipment needs to be replaced.	NTE 20%
Initial start-up work		
Anticipated number of hours	8-24 estimated hours	160
Hourly Rate	\$125.00	\$175.00
Total Cost for Initial Start-up work	\$1000-\$3000 estimated cost	\$28,000.00
Acknowledge that you will provide a minimum of one yr. warranty	No	Yes
Comments and/or exceptions:		Entertron will only provide a warranty for labor work up to 12 months after the contract ends.

RFP-RH-17-045
Network Services Cost Proposal

Access-Interactive
46635 Magellan Dr.
Novi, MI 48315

Enertron LLC
38251 South Groesbeck Hwy
Clinton Twp, MI 48036

Is pricing firm for the potential 5-year length of contract?	No	Yes
If no, price increases over the potential 5-year term of the contract:		
2019	2%	
2020	2%	
2021	2%	
2022	2%	
Included a signed Hold Harmless?	Yes	Yes
Provided a completed W-9?	Yes	Yes
Can meet City's insurance requirements?	Yes	Yes