Starfish

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December 22, 2022

City of University Heights
2300 Warrensville Center Road
University Heights, OH 44118

Subject: **RFP IT Managed Services for City of University Heights**

Enclosed with this letter is Starfish Computer Corporation's response to The City of University Heights' RFP requesting IT Managed Services for City of University Heights. Starfish Computer confirms our ability to supply all services set forth in the Scope of Work and is prepared to meet the requested SLAs as provided by the City of University Heights in section "Service Levels and Expected Response and Resolution." Services to be provided by Starfish Computer include:

1. Migration into the Cloud Services
2. Subsequent Routine Maintenance, Services and User Support
    1. Endpoint and Printer Management and Backup
    2. Server Management and Backup
    3. Network Maintenance & Monitoring
    4. Helpdesk support and on-site support
    5. Cyber Security
    6. Vendor Management
    7. Network Architecture and Design
    8. Support of Business Applications/Software

Starfish Computer has provided the required company details below for review. Starfish Computer verifies that all information provided within this proposal is accurate. Please direct any proposal clarifications or requests for additional information to Patrick Hanrahan, Director of Account Management.

Starfish Computer Corporation appreciates your consideration and looks forward to the opportunity to work with the City of University Heights.

Organization: Starfish Computer Corporation
Address: 24831 Lorain Rd, North Olmsted, OH 44070
State of Incorporation: Ohio
Form of Business: Corporation

RFP Proposal Contact Name: Patrick Hanrahan
RFP Proposal Contact Phone: (440) 808-0468
RFP Proposal Contact Email: PHanrahan@starfishcomputer.com

Sincerely,

R.J. Arhar
President

Bid Sheet for RFP of the City of University Heights

Task to be Completed	Estimate of Cost	Estimate of Time to Completion
Plan and Execute the Migration of Accounting, Payroll and Payment to the Cloud	$ $5,600.⁰⁰	4 WEEKS
Assessment of the Rest of IT services for Migration to the Cloud, Execution of the Migration	$ $37,440.⁰⁰	10 WEEKS
Research, Plan and Execute the Transition to a New Phone Service	$ $18,720.⁰⁰	8 WEEKS
Total Expenses and Time to Completion for Cloud and Phone Migrations	$ $61,760.⁰⁰	*ASSUMING USER COOPERATION 18 WEEKS FROM START OF PROJECT
Subsequent Routine Maintenance, Updating, Backup and Cybersecurity	$ per month $6,215.⁰⁰	N/A

Note: in the **fourth** row, right column, please enter the estimate by what time **all** three tasks in columns above, carried out concurrently, are to be completed.

From the Desk of: George M Gardner IV
Bay Pointe Technology
Date: 12/21/2022

Dear Mrs Thomas,

Attached is the proposal from BayPointe Technology, LTD for the City of University Heights Managed IT Services. BayPointe Technology is located at 2662 Brecksville Road, Richfield, OH 44286 and is licensed in Ohio as well.

BayPointe Technology, LTD is proposing to handle all of the City's IT needs as it relates to the request and beyond. We pride ourselves in being your OneSource for all your IT needs. We do this though our staff and close/direct partnerships to provide you outstanding service at all times. This proposal has all of the costs included but please keep in mind that not all questions were answered as to exact technical details to properly/exactly quote. With that in mind, there are some estimations in this quote as well.

Thank you so much for the opportunity to bid on this service and we hope you choose our team and that we can have a long partnership together.

If you have any questions, please call us at 330-659-6400.

Dedicated to serving you,

George M Gardner IV
CEO
BayPointe Technology
ggardner@baypointetech.com
216.402.8401

Bid Sheet for RFP of the City of University Heights

Task to be Completed	Estimate of Cost	Estimate of Time to Completion
Plan and Execute the Migration of Accounting, Payroll and Payment to the Cloud	$ 180 Block Hours $35,200	30 - 60 Days
Assessment of the Rest of IT services for Migration to the Cloud, Execution of the Migration	$ 220 Block Hours $30,800	30 - 60 Days
Research, Plan and Execute the Transition to a New Phone Service	$ 100 Block Hours $14,000	60 - 90 Days
Total Expenses and Time to Completion for Cloud and Phone Migrations	$ Unknown without onside review and Discussion	6 months
Subsequent Routine Maintenance, Updating, Backup and Cybersecurity	$ per month $14,510/mo (includes licensing) w/optional items $25,160 + $11,000/yr	N/A

Note: in the **fourth** row, right column, please enter the estimate by what time **all** three tasks in columns above, carried out concurrently, are to be completed.