



24831 Lorain Rd.  
North Olmsted, OH 44070  
440.808.0468  
440.808.0470  
info@starfishcomputer.com  
www.starfishcomputer.com

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,

A handwritten signature in black ink, appearing to read "R.J. Arhar", is written over a horizontal line.

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.

DECEMBER 22, 2022



RFP IT MANAGED SERVICES FOR  
CITY OF UNIVERSITY HEIGHTS:  
COST PROPOSAL

STARFISH COMPUTER CORPORATION  
24831 Lorain Road , North Olmsted, OH 44070



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## Starfish Computer Corporation Cost Proposal

Starfish Computer has provided a cost proposal on the following pages outlining costs for:

1. The three transition projects to migrate to Cloud Services
  - a. VOIP Phone System ESTIMATED Monthly Cost Included
2. Subsequent maintenance service with a minimum term of one year
3. A total monthly fee and associated breakdown by task
  - a. Help Desk/On-site Support Scope break down of the proposed fee for each element separately
4. Instances where services may exceed those considered in a basic monthly scope of work.
  - a. Examples have been provided of what types of services might fall into this category and appropriate pricing has been provided.
5. Completed RFQ-Bid-Sheet

Please direct any cost proposal clarifications, or requests for additional information, to Patrick Hanrahan, Director of Account Management with Starfish Computer. Patrick can be reached by phone at (440) 808-0468 or by email at [PHanrahan@Starfishcomputer.com](mailto:PHanrahan@Starfishcomputer.com).

Starfish Computer Corporation is happy to further discuss or explain any component of this proposal and look forward to the opportunity to work with the City of University Heights. If there are any additional requests, please do not hesitate to reach out.

Thank you for your consideration!





## Quote 12904: Cloud Services Project 1 – Migration to Cloud Services



**Starfish Computer**  
Phone: 440-808-0468  
Fax: 440-808-0470  
24831 Lorain Road  
North Olmsted, OH 44070

**Quote**  
**No.: 12904**  
**Date: 12/21/2022**

Prepared for:  
Michael D Brennan (216) 932-7800  
City of University Heights  
2300 Warrensville Center Road  
University Hts., Ohio 44118

Prepared by: Patrick Hanrahan  
Account No.: 12849  
Phone: (216) 932-7800

Quantity	Description	UOM	Sell	Total
<b>Project 1: Migration into the Cloud Services</b>				
<b>Phase 1: Initial Discovery and Documentation</b>				
12.00	Initial Discovery and Documentation	HR	\$160.00	\$1,920.00
<b>Phase 2: Deploy Azure Domain Controller</b>				
50.00	Deploy Azure Domain Controller	HR	\$160.00	\$8,000.00
<b>Phase 3: Migrate Email to MS365</b>				
60.00	Migrate Email to MS365	HR	\$160.00	\$9,600.00
40.00	Software changeout for O365	HR	\$160.00	\$6,400.00
<b>Phase 4: Migrate File Server and User Data to SharePoint</b>				
60.00	Migrate File Server and User Data to SharePoint	HR	\$160.00	\$9,600.00
<b>Phase 5: Final Documentation &amp; Decom of Servers</b>				
12.00	Final Documentation & Decom of Servers	HR	\$160.00	\$1,920.00

**Your Price: \$37,440.00**

**Total: \$37,440.00**

Prices are firm until 1/11/2023      Terms: Net 30

**Prepared by:** Patrick Hanrahan, phanrahan@starfishcomputer.com

**Date:** 12/21/2022

**Accepted by:** \_\_\_\_\_ **Date :** \_\_\_\_\_

### Disclaimer

Prices are subject to change, error and availability. Prices do not include shipping and handling, if any. Return Policy: Returned parts will be charged a 20% restocking fee. Returns must be made within in 30 days of our order date. Special order parts are non-returnable.

Please fax signed quote to 440-808-0470 or email to sales@starfishcomputer.com so that your order can be placed. Thank you for your business.



## Quote 12905: Cloud Services Project 2 – VOIP Phone System



**Starfish Computer**  
Phone: 440-808-0468  
Fax: 440-808-0470  
24831 Lorain Road  
North Olmsted, OH 44070

**Quote**  
**No.: 12905**  
**Date: 12/21/2022**

Prepared for:  
Michael D Brennan (216) 932-7800  
City of University Heights  
2300 Warrensville Center Road  
University Hts., Ohio 44118

Prepared by: Patrick Hanrahan  
Account No.: 12849  
Phone: (216) 932-7800

Quantity	Description	UOM	Sell	Total
<b>Project 2: VOIP Phone System</b>				
<b>Phase 1: Document Existing Setup</b>				
18.00	Document Existing Setup	HR	\$160.00	\$2,880.00
<b>Phase 2: Configure Cloud Tenant</b>				
36.00	Configure Cloud Tenant	HR	\$160.00	\$5,760.00
<b>Phase 3: User Training</b>				
28.00	User Training	HR	\$160.00	\$4,480.00
<b>Phase 4: Onsite Deployment</b>				
35.00	Onsite Deployment	HR	\$160.00	\$5,600.00

**Your Price: \$18,720.00**

**Total: \$18,720.00**

Prices are firm until 1/11/2023      Terms: Net 30

**Prepared by:** Patrick Hanrahan, phanrahan@starfishcomputer.com

**Date:** 12/21/2022

**Accepted by:** \_\_\_\_\_ **Date :** \_\_\_\_\_

### Disclaimer

Prices are subject to change, error and availability. Prices do not include shipping and handling, if any. Return Policy: Returned parts will be charged a 20% restocking fee. Returns must be made within 30 days of our order date. Special order parts are non-returnable.

Please fax signed quote to 440-808-0470 or email to sales@starfishcomputer.com so that your order can be placed. Thank you for your business.



## VOIP Phone System – ESTIMATED Monthly Cost



**Starfish Computer**  
Phone: 440-808-0468  
Fax: 440-808-0470  
24831 Lorain Road  
North Olmsted, OH 44070

**Quote**  
**No.: 12908**  
**Date: 12/21/2022**

Prepared for:  
Michael D Brennan (216) 932-7800  
City of University Heights  
2300 Warrensville Center Road  
University Hts., Ohio 44118

Prepared by: Patrick Hanrahan  
Account No.: 12849  
Phone: (216) 932-7800

Quantity	Description	UOM	Sell	Total
<b>VOIP Phone System - Monthly Estimated Costs</b>				
103	Switchvox Cloud Monthly Seat Charge, 3 Year Term - Unlimited	EA	\$22.99	\$2,367.97
<b>**User Counts can be adjusted once final details are confirmed**</b>				
4	Switchvox Cloud - E911 Local Number	EA	\$2.00	\$8.00
96	Switchvox Cloud - Local Phone Numbers	EA	\$1.00	\$96.00
<b>**Local Phone Numbers can be adjusted once final details are confirmed**</b>				
100	Sangoma P315 2-Line Gigabit Value IP Phone, Month-to-Month	EA	\$0.00	\$0.00
<b>**Required Handsets can be adjusted once final details are confirmed**</b>				

**Your Price:** \$2,471.97

**Total:** \$2,471.97

Prices are firm until 1/11/2023      Terms: Net 30

**Prepared by:** Patrick Hanrahan, phanrahan@starfishcomputer.com

**Date:** 12/21/2022

**Accepted by:** \_\_\_\_\_ **Date :** \_\_\_\_\_

### Disclaimer

Prices are subject to change, error and availability. Prices do not include shipping and handling, if any. Return Policy: Returned parts will be charged a 20% restocking fee. Returns must be made within in 30 days of our order date. Special order parts are non-returnable.

Please fax signed quote to 440-808-0470 or email to sales@starfishcomputer.com so that your order can be placed. Thank you for your business.





## Quote 12906: Cloud Services Project 3 – VIP Migration



**Starfish Computer**  
Phone: 440-808-0468  
Fax: 440-808-0470  
24831 Lorain Road  
North Olmsted, OH 44070

**Quote**  
**No.: 12906**  
**Date: 12/21/2022**

Prepared for:  
Michael D Brennan (216) 932-7800  
City of University Heights  
2300 Warrensville Center Road  
University Hts., Ohio 44118

Prepared by: Patrick Hanrahan  
Account No.: 12849  
Phone: (216) 932-7800

Quantity	Description	UOM	Sell	Total
<b>Project 3: VIP Migration</b>				
<b>Phase 1: VIP Migration (Process and Steps to be Provided by VIP)</b>				
35.00	VIP Migration (Process and Steps to be Provided by VIP)	HR	\$160.00	\$5,600.00

**Your Price:** \$5,600.00

**Total:** \$5,600.00

Prices are firm until 1/11/2023      Terms: Net 30

**Prepared by:** Patrick Hanrahan, phanrahan@starfishcomputer.com

**Date:** 12/21/2022

**Accepted by:** \_\_\_\_\_ **Date :** \_\_\_\_\_

### Disclaimer

Prices are subject to change, error and availability. Prices do not include shipping and handling, if any. Return Policy: Returned parts will be charged a 20% restocking fee. Returns must be made within in 30 days of our order date. Special order parts are non-returnable.

Please fax signed quote to 440-808-0470 or email to sales@starfishcomputer.com so that your order can be placed. Thank you for your business.



## Managed Services Proposal – Monthly Recurring Cost



**Starfish Computer**  
Phone: 440-808-0468  
Fax: 440-808-0470  
24831 Lorain Road  
North Olmsted, OH 44070

**Quote**  
**No.: 12907**  
**Date: 12/21/2022**

Prepared for:  
Michael D Brennan (216) 932-7800  
City of University Heights  
2300 Warrensville Center Road  
University Hts., Ohio 44118

Prepared by: Patrick Hanrahan  
Account No.: 12849  
Phone: (216) 932-7800

Quantity	Description	UOM	Sell	Total
<b>Managed Services for 3 Locations / 9 Desktops / 20 Laptops / 50 Mobile Devices / 1 Physical and 6 Virtual Servers</b>				
<b>Managed Services Contract Covered Services and Features:</b>				
** Unlimited Remote/Onsite Support for Servers **				
** Unlimited Remote/Onsite Support for Users **				
** Quarterly Business Reviews **				
** Live Answer Help Desk **				
** Help Desk Queing **				
** Endpoint and Printer Management **				
** Server Management **				
** Network Monitoring and Maintenance **				
** 24/7/365 Monitoring**				
** Help Desk Support and On-Site Support **				
** Cyber Security Protection **				
** Vendor Management **				
** Network Architecture and Design **				
** Support of Business Applications/Software **				
1.00	Managed Services Agreement Monthly Fee	EA	\$6,215.00	\$6,215.00
<b>Managed Services for 3 Locations / 9 Desktops / 20 Laptops / 50 Mobile Devices / 1 Physical and 6 Virtual Servers</b>				<b>\$6,215.00</b>

**Your Price: \$6,215.00**

**Total: \$6,215.00**

Prices are firm until 1/11/2023      Terms: Net 30

**Prepared by:** Patrick Hanrahan, phanrahan@starfishcomputer.com

**Date:** 12/21/2022

**Accepted by:** \_\_\_\_\_ **Date :** \_\_\_\_\_

### Disclaimer

Prices are subject to change, error and availability. Prices do not include shipping and handling, if any. Return Policy: Returned parts will be charged a 20% restocking fee. Returns must be made within 30 days of our order date. Special order parts are non-returnable.

Please fax signed quote to 440-808-0470 or email to sales@starfishcomputer.com so that your order can be placed. Thank you for your business.



### Total Monthly Fee and Associated Breakdown by Task

Starfish Computer has provided a breakdown of the monthly Managed Services Fee below.

Please note the following:

1. Starfish Computer's pricing model is meant to be all inclusive – items 5, 6, 7, and 8 are all included with a managed services plan.
2. Item 1 and Item 4 are in the same category for Starfish Computer during pricing.
3. Item 4 is the price for full unlimited onsite support being included.

Total Monthly Fee and Associated Breakdown by Task			
#	Item	Cost	Notes
1	Endpoint and Printer Management and Backup	\$ -	*Item 1 and Item 4 are a combined pricing category for Starfish Computer
2	Server Management and Backup	\$ 2,093.00	*This price includes unlimited, full onsite support
3	Network Maintenance & Monitoring	\$ 297.00	*This price includes unlimited, full onsite support
4	Helpdesk support and on-site support* (Further broken down on following page)	\$ 3,825.00	*This price includes unlimited, full onsite support
5	Cyber Security	\$ -	*Included as part of Managed Services Proposal
6	Vendor Management	\$ -	*Included as part of Managed Services Proposal
7	Network Architecture and Design	\$ -	*Included as part of Managed Services Proposal
8	Microsoft Office License Management/Support of Business Applications	\$ -	*Included as part of Managed Services Proposal
<b>Total Monthly Fee</b>		<b>\$ 6,215.00</b>	-





## Help Desk/On-site Support Scope Break Down of the Proposed Fee for Each Element Separately

Starfish Computer has provided a breakdown of the monthly Managed Services Fee below. Please note the following:

1. Starfish Computer's pricing model is meant to be all inclusive – items 1-6, 9, and 11-18 are all included with a managed services plan as reflected for item 10.
2. Item 7 is specifically for the onsite component of managed services. If the city did not want to include onsite visits as part of their managed services plan, onsite visits would be billed separately.
3. Item 8 is subject to the rate card for instances where services may exceed those considered in a basic monthly scope of work.

Help Desk/On-site Support Scope Break Down of the Proposed Fee for Each Element Separately			
#	Item	Cost	Notes
1	Service Call Tracking	\$ 0.00	*Included as part of Managed Services Proposal
2	Monthly reports on problems, issues, affected users, problem categories	\$ 0.00	*Included as part of Managed Services Proposal
3	Application and operating system help desk services	\$ 0.00	*Included as part of Managed Services Proposal
4	Guidance and user support pertaining to proper use of city applications and systems	\$ 0.00	*Included as part of Managed Services Proposal
5	Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior.	\$ 0.00	*Included as part of Managed Services Proposal
6	Construction of a knowledge base of Support Resolutions and Instructional How-To articles. The platform housing this data, and the data within the platform shall be owned by the City.	\$ 0.00	*Included as part of Managed Services Proposal
7	Support during Business Hours: Support during business hours must include on-site support as well as phone or remote support as needed to meet the requirements below. Business Hours are Mondays through Friday from 7:00 a.m. until 5:30 p.m. City Holidays are excluded	\$ 1,450.00	*\$1,450 is for unlimited onsite support. Should the City of University Heights choose to eliminate this component, Starfish Computer would still support the City of University Heights from 7:00am - 5:30pm remotely.





8	Provide after-hours emergency support to the needs of Department and Division's routinely operating outside normal business hours (Police, Fire, Utilities, Maintenance and Recreation)	TBD	*See rate card with after hour and emergency hour rates
9	Support staff available to assist in user training and orientation on the first day of any newly hired City Employee	\$ 0.00	*Included as part of Managed Services Proposal
10	Support of City Hall Employees by 7:30 a.m. each morning	\$ 2,375.00	*Included as part of Managed Services Proposal  **This line item includes items 1-6, 9, and 11-18.**
11	Support for basic phone problems	\$ 0.00	*Included as part of Managed Services Proposal
12	Support to trouble shoot basic network issues with the use of the City's remote monitoring system	\$ 0.00	*Included as part of Managed Services Proposal
13	Support should have a good understanding of all the Internet connections and providers	\$ 0.00	*Included as part of Managed Services Proposal
14	Support to rollout new computers/laptops	\$ 0.00	*Included as part of Managed Services Proposal
15	Support to rollout replacement switches	\$ 0.00	*Included as part of Managed Services Proposal
16	Support for reviewing cyber security logs	\$ 0.00	*Included as part of Managed Services Proposal
17	Support for reviewing current IT Management systems (Switches, Network, Wi-Fi)	\$ 0.00	*Included as part of Managed Services Proposal
18	Support staff will report to Mayor Michael Dylan Brennan	\$ 0.00	*Included as part of Managed Services Proposal
	<b>Total Monthly Fee</b>	<b>\$ 3,825.00</b>	



## Instances Where Services May Exceed those Considered in a Basic Monthly Scope of Work

**\*\*The rate card below assumes that the City of University Heights decided to move forward with a managed services plan that includes onsite visits as part of the monthly fee.\*\***

Labor	Time	Rate
a) Remote PC Management/Help Desk	7:00 am-5:30 pm M-F	INCLUDED
b) Remote Printer Management	7:00 am-5:30 pm M-F	INCLUDED
c) Remote Network Management	7:00 am-5:30 pm M-F	INCLUDED
d) Remote Server Management	7:00 am-5:30 pm M-F	INCLUDED
e) 24x7x365 Network Monitoring	24/7/365	INCLUDED
g) Lab Labor	7:00 am-5:30 pm M-F	INCLUDED
h) Onsite Server / Network Labor	7:00 am-5:30 pm M-F	INCLUDED
i) Onsite Desktop Labor	7:00 am-5:30 pm M-F	INCLUDED
j) Remote PC Management/Help Desk	5:31 pm-9:00 pm M-F	\$240/hr
k) Remote Printer Management	5:31 pm-9:00 pm M-F	\$240/hr
l) Remote Network Management	5:31 pm-9:00 pm M-F	\$240/hr
m) Remote Server Management	5:31 pm-9:00 pm M-F	\$240/hr
n) Lab Labor	5:31 pm-9:00 pm M-F	\$240/hr
o) Onsite Labor	5:31 pm-9:00 pm M-F	\$240/hr
p) Remote Labor	All Other Times	\$320.00/hr
q) Lab Labor	All Other Times	\$320.00/hr
p) Onsite Labor	All Other Times	\$320.00/hr





### Additional Out of Scope Examples

Example	Explanation	Cost
Site Visits Outside Prescheduled Visits	Starfish Computer does not bill additional required onsite visits to clients. Any required on-site visits to provide service or support are included as part of the client monthly service agreement.	\$0.00
After Hours Service Requests	After-hour service requests are billed at a rate depending upon the time of the request. The rate card has been provided within this Cost proposal for review.	\$240/hr Or \$320/hr
Emergency Response Visits	Between 7:00 am – 5:30 pm there is no charge for emergency response visits.	\$0.00
	After hours emergency response visits due to a non-intentional act are included within the client agreement.	\$0.00
	After hours emergency response visits due to an intentional act by a client user are subject to the rate card within this cost proposal.	\$240/hr Or \$320/hr
Discounts for Multi-Year Agreements	Starfish Computer does not provide discounts for multi-year agreement	-

## 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. <sup>00</sup>	4 WEEKS
Assessment of the Rest of IT services for Migration to the Cloud, Execution of the Migration	\$ \$ 37,440. <sup>00</sup>	10 WEEKS
Research, Plan and Execute the Transition to a New Phone Service	\$ \$ 18,720. <sup>00</sup>	8 WEEKS
Total Expenses and Time to Completion for Cloud and Phone Migrations	\$ \$ 61,760. <sup>00</sup>	*ASSUMING USER COOPERATION 18 WEEKS FROM START OF PROJECT
Subsequent Routine Maintenance, Updating, Backup and Cybersecurity	\$ per month \$ 6,215. <sup>00</sup>	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.