

# **Recommendation to the City of University Heights for its Long-term IT Service Contract**

## **Background and the Bidding Process:**

From 2020 to 2021, the Tech Commission (“we” below) assisted mayor Brennan and the City Council to draft an RFQ to provide an assessment of the immediate needs as well as recommendations for long-term IT planning for the City. After a competitive bidding process the City hired Rea & Associates for the job.

Starting from late 2021, with Rea's assessments in hand, we worked with the City, the Council and the City’s then (and current) short-term vendor, Starfish Computer, to address the urgent security needs in our system, such as securing the physical access to our server and creating a guest Wifi and enabling Two Factor Authentication for our networks. The remedial works have since been completed.

Throughout 2022, working closely with the City and the Council, taking into account Rea's recommendations and adapting its template, we drafted an Request for Proposal (RFP) for a Long-term IT Service Contract for the City, including a crucial task to retire the hard-to-secure physical servers and to transition the City into a primarily Cloud-based IT infrastructure. The City Council approved the RFP in that summer.

An *open, competitive* bidding process ensued, resulting in two bids, from Baypointe Technology and our existing vendor Starfish Computer.

Both firms, earlier in 2023, submitted an amendment to their bids, after the City, with input from us, presented them with revised requirements and requests for additional information. Both then sent a representative to answer questions in person from the Tech Commission, mayor Brennan and the Community Outreach Committee of the City Council.

## **A Brief Summary of the Two bids.**

Unfortunately, due to the inherent complexity of a Long-term IT Service contract involving many different types and levels of services, it is not possible to directly compare the two bids on cost alone. A more holistic assessment of the particular features of vendors’ written bids as well as question-and-answer session with the them are necessary for making a fair comparison.

### **Starfish’s Bid**

In part because it is our current IT vendor, Starfish, in both its written submission and its in-person session, gave more detailed as well as more comprehensive descriptions of the services they provide. Its representative also emphasized in his oral presentation that the itemized prices in its bidding documents are intended to be exhaustive, because they include most of the foreseeable contingent and emergency costs we will likely incur.

In his oral presentation, Starfish representatives’ descriptions of the recovery process from a hypothetical emergency were detailed and reassuring.

Starfish has twenty-two IT specialists, and services they have been providing have been deemed good by the mayor Brennan. Their reference, a Catholic Credit Union, whose annual budget is about half of our quote, also described the company as on time, on budget and offering good customer service.

### **Baypointes' Bid**

The bid by Baypointe, by comparison, is more bare-bone. In its revised written bid, it presents a bare minimum monthly price, and then listed a number of add-on services available for additional costs. Under questioning from the Council and the Tech Commission, its representative suggested that their list of add-ons is unlikely to be exhaustive.

This *a la carte* style of cost and service itemization, though perhaps necessitated by their unfamiliarity with our system, may nonetheless make predictable budgeting more difficult, and may require repeated and time-consuming consultations with the Council and the Commission each time there is a need for additional services.

Baypointe representative's in-person answers about their backup and emergency recovery service was also rather generic and vague compared to those from Starfish.

Multiple tech commission experts expressed concerns about the inadequate level of staffing at Baypointe, with only seven full time technicians, and some were uneasy about their reliance on subcontractors for special tasks. Its reference, a considerably smaller township government, does seem satisfied with their service and responsiveness.

### **Tech Commission Recommendation to the City Council**

The Tech Commission believes both companies are likely to be reasonably capable in fulfilling a basic IT management contract. However, Starfish's bid offers more certainty in costs and greater comprehensiveness and level of details in the services it will provide. Its deeper bench of personnel and expertise also compares favorably with Baypointe.

Therefore, tech Commission members presented in the interviews with the bidders, Jim Burke, Nancy Levin, Chris Hudak and Jiang Qian voted 4-0 in favor of recommending Starfish for the City's long-term IT support contract.

The Tech Commission also proposes regular follow-up meetings, perhaps once every six months, with the City and Starfish to monitor the progress of the cloud migration, and to resolve any ongoing issues that may need inputs from us.

## 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	\$0. <sup>00</sup> THIS PORTION OF THE RFP WAS REMOVED ON 4/3/2023	N/A
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	\$0. <sup>00</sup> THIS PORTION OF THE RFP WAS REMOVED ON 4/3/2023	N/A
Total Expenses and Time to Completion for Cloud and Phone Migrations	\$ \$37,440. <sup>00</sup>	10-12 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.

APRIL 11, 2023



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 transition project to migrate to Cloud Services
  - a. **Migration into the Cloud Services**
    - i. Starfish Computer initially proposed (and has included) migrating servers and services for the City of University Heights to the cloud outside of the VOIP phone system and VIP Accounting & Payroll software.
  - b. **VOIP Phone System – \*Removed from RFP Per City of UH on 4/3/2023\***
    - i. Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:  
**“The City is working with our new telecom vendor to take care of the VoIP transition, so the VoIP migration of our phone system is no longer part of the responsibility of the Tech Vendor.”**
    - ii. This project is no longer the responsibility of the tech vendor, and no longer a portion of this RFP.
  - c. **VIP Migration – \*Removed from RFP Per City of UH on 4/3/2023\***
    - i. Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:  
**“The only bare-metal server the City has now chiefly runs the VIP Accounting & Payroll software. The City has contacted the vendor of that software suite and they have a program to migrate it to the cloud based system. Therefore, we do \*not\* need any virtual server in the cloud to replace our physical server.”**
    - ii. This project is no longer the responsibility of the tech vendor, and no longer a portion of this RFP.
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 13108: 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.: **13108**  
 Date: 4/10/2023

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 5/1/2023      Terms: Net 30

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

**Date:** 4/10/2023

**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.: **13107**  
 Date: 4/10/2023

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 5/1/2023      Terms: Net 30

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

**Date:** 4/10/2023

**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.





### 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.

<b>Total Monthly Fee and Associated Breakdown by Task</b>			
<b>#</b>	<b>Item</b>	<b>Cost</b>	<b>Notes</b>
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.

<b>Help Desk/On-site Support Scope Break Down of the Proposed Fee for Each Element Separately</b>			
#	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
f) Lab Labor	7:00 am-5:30 pm M-F	INCLUDED
g) Onsite Server / Network Labor	7:00 am-5:30 pm M-F	INCLUDED
h) Onsite Desktop Labor	7:00 am-5:30 pm M-F	INCLUDED
i) Remote PC Management/Help Desk	5:31 pm-9:00 pm M-F	\$240/hr
j) Remote Printer Management	5:31 pm-9:00 pm M-F	\$240/hr
k) Remote Network Management	5:31 pm-9:00 pm M-F	\$240/hr
l) Remote Server Management	5:31 pm-9:00 pm M-F	\$240/hr
m) Lab Labor	5:31 pm-9:00 pm M-F	\$240/hr
n) Onsite Labor	5:31 pm-9:00 pm M-F	\$240/hr
o) Remote Labor	All Other Times	\$320.00/hr
p) Lab Labor	All Other Times	\$320.00/hr
q) 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	-

APRIL 11, 2023



RFP IT MANAGED SERVICES FOR  
CITY OF UNIVERSITY HEIGHTS

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



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## Starfish Computer Corporation Company Profile

Started in 1996, Starfish Computer Corporation is a privately held, woman owned business located in North Olmsted, OH. Our team of twenty-two (22) talented IT professionals support business owners, municipalities, non-profits, and school systems throughout the Midwest with customized solutions and services that best meet their specific needs.

Starfish Computer Corporation utilizes a team approach when providing clients with consulting, support, and service. Each Team Lead, as well as all other Level 3 Engineers, have a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Our team has more than fifty individual certifications and all members of our engineering team are certified, trained, and prepared to support your technological needs.

Starfish Computer is a recognized partner of Datto, Inc. (Platinum Partner), Microsoft (Gold Partner), Hewlett Packard Enterprise, WatchGuard ONE (Silver Partner), Digium/Sangoma (Silver Partner), VMWare, and EMC/Dell Technologies – providing us the necessary resources to solve your IT nightmares once and for all.

Starfish Computer was recently recognized by Redmond Magazine as a Top 350 International Microsoft Partner and as a Top 50 Domestic Microsoft Partner by CIO Review. Additionally, *CIO Review* selected Starfish Computer Corporation to receive one of the 100 Most Promising Microsoft Solutions Providers Award. Most recently, Starfish Computer was recognized as a Weatherhead 100 Company for 2022.

Sample documentation has been provided to demonstrate the level of detail that Starfish Computer provides to its clients during any project implementation. Starfish Computer believes that if a network infrastructure is properly documented and maintained, disaster can be potentially avoided or quickly remedied. Starfish Computer's references are willing to discuss the impressive level of service that Starfish Computer has provided upon request.

**Please direct any 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 verifies that all information provided within this proposal is accurate. We are 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!



### Organizational Structure

Starfish Computer Corporation is a privately held, woman owned business that was founded in 1996. Starfish Computer maintains one office location - 24831 Lorain Rd, North Olmsted, OH 44070. Our team of twenty-two (22) talented IT professionals support business owners, municipalities, non-profits, and school systems with customized solutions and services that best meet their specific needs.

Starfish Computer ensures that all its employees and applicants for employment are not discriminated against because of their race, creed, color, sex, or national origin. Starfish Computer is an Equal Opportunity Employer.

An organizational chart has been provided on the following page to detail the company structure.

### Proof of Professional Liability, Worker’s Compensation, and Cyber Security Insurance

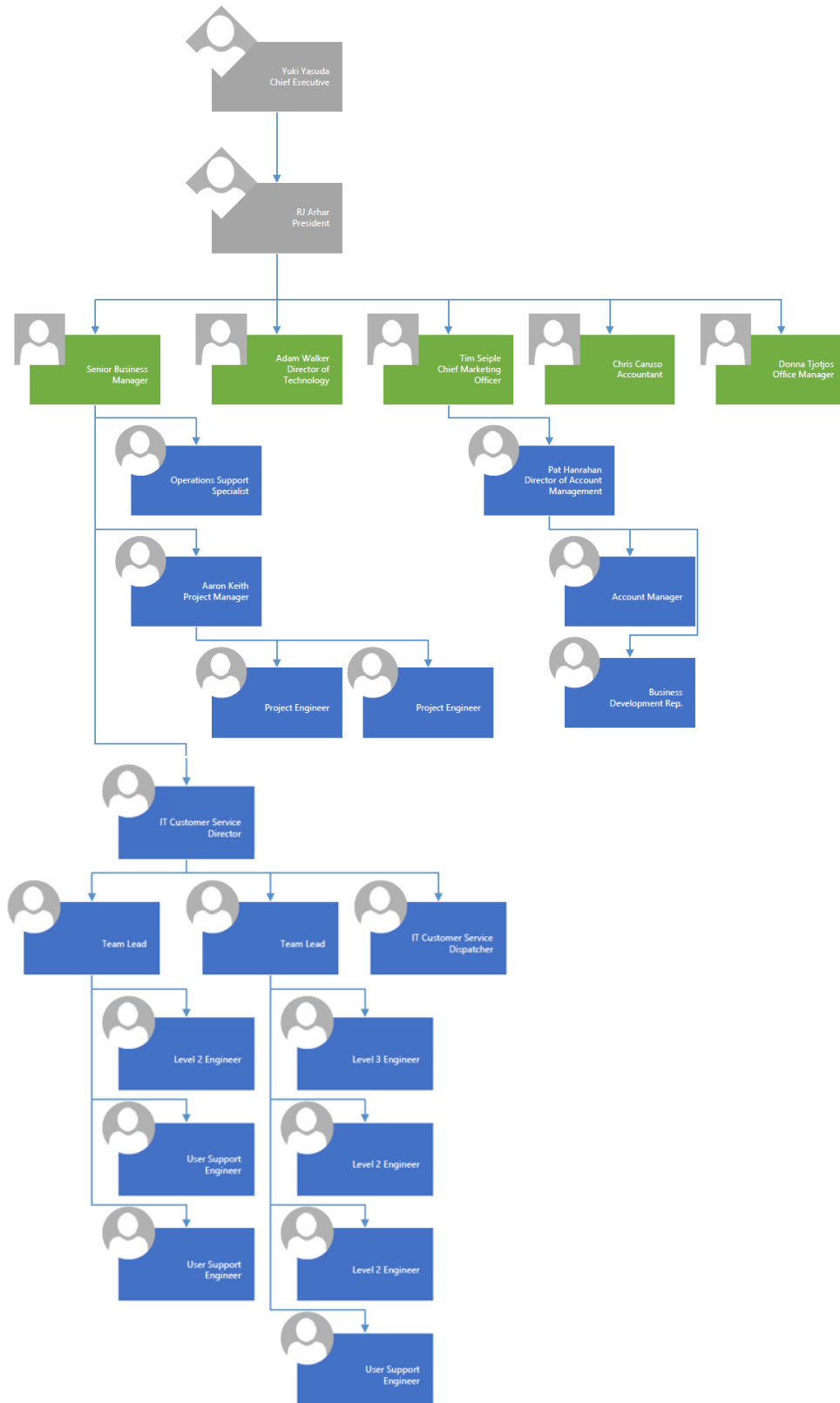
Starfish Computer has provided a copy of its’ current Certificate of Liability Insurance, Certificate of Cyber Security Insurance, and Certificate of Ohio Workers’ Compensation Insurance within Appendix B for review.

### Starfish Computer IT Service Offerings

Below is a chart of IT support subcategories that Starfish Computer provides for its client base.

VCTO	VoIP Services	Cloud Computing	Data Backup & Recover
Managed Services	Printer Management	Network Management	Server Management
Cyber/Network Security	Vendor Management	24/7 Remote US-Based Technical Support	Engagement Network Audits
Quarterly Reporting	Telephony Management Services	IT Infrastructure Consulting	Project Planning & Management
Budgeting & Forecasting	Hardware Specifications, Purchasing & Installation	Software Purchasing, Installation & Mgmt.	Third Party Application Integration
Patch Management	Virtual Desktops	Cloud Servers	On-Site Support
Cabling Planning & Installations	Remote Employee Work Environments & Security	Hosting Solutions	Business Continuity & Disaster Recovery
Email & Spam Protection	Virtualization	Microsoft Office 365 Migration & Management	

### Organizational Chart





Number and Tenure of All Employees, Including Key Staff that will Fulfill Services  
Contained in this Proposal

Starfish Computer has a team of twenty-two (22) talented IT professionals. A table has been provided below detailing the names, dates of hire, roles within Starfish Computer, and “Key Staff Member” designations of all Starfish Computer Employees.

Key Staff Members’ roles and credentials have been included on the following pages for review.

First Name	Last Name	Date of Hire	Starfish Computer Role	Key Staff
Aaron	Keith	3/7/2016	Engineering Team	Key Staff Member
Adam	Walker	8/17/2009	Engineering Team	Key Staff Member
Chad	Schmidt	5/3/2016	Engineering Team	
Chris	Abbott	9/28/2020	Engineering Team	Key Staff Member
Chris	Caruso	7/18/2017	Finance	
Devin	Reffner	9/6/2022	Engineering Team	
Donna	Tjotjos	1/4/2021	Office Manager	
Drew	Sanovich	2/22/2022	Engineering Team	
Jason	Maxey	6/20/2022	Engineering Team	
Joe	Webster	4/16/2019	Engineering Team	Key Staff Member
John	Orland	1/20/2014	Engineering Team	
Marsha	Deetz	5/14/2018	Renewals/Ordering	
Michael	Coffey	2/20/2023	Engineering Team	
Nick	Dawson	7/25/2022	Sales/Marketing/AM	
Patrick	Hanrahan	6/24/2019	Sales/Marketing/AM	Key Staff Member
R.J.	Arhar	Founder	President	Key Staff Member
Rich	Henry	5/5/2022	Engineering Team	
Sean	Risley	9/6/2022	Engineering Team	
Tiffany	Steelman	7/6/2021	Engineering Team	
Tim	Seiple	2/1/2018	HR/Marketing	Key Staff Member
Tommy	Spears	2/14/2022	Engineering Team	
Yuki	Yasuda	Founder	Chief Executive	



### Key Starfish Computer Employees – Administrative

#### R.J. Arhar

R.J. Arhar is the President and founder of Starfish Computer Corporation, as well as a published author on cybersecurity. R.J. previously was the IT Director for an international security company headquartered in northeast Ohio. He was responsible for IT systems supporting 8,000 employees. He is a degreed engineer with graduate studies in Information Systems and Computer Engineering from Case Western Reserve University. R.J. holds multiple industry-wide certifications including Microsoft Certified Systems Engineer and HP Accredited System Engineer.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, R.J. will be a key contributor to both the administrative and engineering teams.

#### Tim Seiple

Tim Seiple is the General Manager of Starfish Computer. Tim oversees the HR, Finance, Sales, and Engineering teams.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Tim will be responsible for company efficiency and managing Starfish Computer's overall operations. Tim will oversee personnel decisions, including hiring staff and HR responsibilities. Tim will also be responsible for leading the Sales and Account Management teams.

A complete list of Tim's professional experience is listed on his resume, which has been included in Appendix C for your review.

#### Patrick Hanrahan

Patrick Hanrahan is the Director of Account Management with Starfish Computer. Patrick has led the Account Management and Sales Team during the past three and a half years.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Patrick will act as the main point of contact for customer service, billing, and account management, and be a secondary communication point for Adam Walker if he is unavailable at the time of a request. Patrick has been the main point of contact for business and account related inquiries and issues for all clients at Starfish Computer since he joined the company in 2019. If any questions or concerns arise from the City of University Heights regarding customer service, billing, or account management, Patrick is a resource that can be utilized at will to obtain information, answer questions, or be a liaison between the City of University Heights and the Starfish Computer Engineering Team.

A complete list of Patrick's professional experience is listed on his resume, which has been included in Appendix C for your review.



## Key Starfish Computer Employees – Engineering/Operations

### Adam Walker

Adam Walker is the Director of Technology with Starfish Computer. Adam has led the Engineering Team for Starfish Computer during the past thirteen years.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Adam will act as the main technical resource and point of contact. Adam is the lead for all Priority 1 (critical system down) scenarios, and leads our data restore and recovery teams. Adam acts as the Senior Lead Engineer for all large project implementations at Starfish Computer and has done so since he joined the company in 2009. Adam's role throughout this partnership will be to design/plan, organize, and direct the completion of each individual step and task while ensuring the project is on time, on budget, and within scope.

A complete list of Adam's certifications and special skills is listed on his resume, which has been included in Appendix C for your review.

### Chris Abbott

Chris Abbott is a Level III Engineer with Starfish Computer. Chris has been a Level III Engineer and Team Lead for Starfish Computer for the past two years.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Chris will act as the Lead Senior Engineer during technical remediation, trouble shooting, hardware installation, and user issue resolution. Chris is responsible for performing the implementation and installation for all large projects performed by Starfish Computer and has done so since he joined the company in 2020. Chris' role throughout this partnership will be to troubleshoot, diagnose, and remediate all issues for the City of University Heights users and locations, and then test the implemented solution to provide confirmation that the solution has resolved the issue.

A complete list of Chris' certifications and special skills is listed on his resume, which has been included in Appendix C for your review.

### Aaron Keith

Aaron Keith is the Project Manager with Starfish Computer. Aaron has led the Project Team during the past three years and has been with Starfish Computer since 2016.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Aaron will act as the Project Lead and be responsible for all implementation and integration processes for client projects. Aaron and his team will conduct the initial onboarding, initial discovery, and provide user/company/network documentation. Aaron's role throughout this partnership will be to project plan and lead any software/hardware implementation within the City of University Heights' infrastructure.





A complete list of Aaron's professional experience is listed on his resume, which has been included in Appendix C for your review.

#### Joe Webster

Joe Webster is a Level III Engineer with Starfish Computer. Joe is a Microsoft Certified Systems Administrator and has implemented and managed enterprise infrastructures, backup disaster recovery solutions, and O365 environments both on and off premises for the past 3 years.

If Starfish Computer is chosen to perform the services requested by the City of University Heights, Joe will act as a Senior Engineer during implementation and installation of any Microsoft O365 solutions. Joe is responsible for performing the implementation and installation of all Microsoft 365 projects performed by Starfish Computer and has done so since he joined the company in 2018. Joe's role throughout this partnership will be to configure, implement, and install all Microsoft 365 solutions that are provided by Starfish Computer to the City of University Heights, and then test the solutions to provide confirmation of remediation or functionality.

A complete list of Joe's certifications and special skills is listed on his resume, which has been included in Appendix C for your review.



## Qualifications, Certifications, and Experience

### Starfish Computer Engineering Team and Staff Qualifications

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client’s overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

### Professional Certifications

The following chart provides a breakdown of all Professional Technical Certifications obtained by Starfish Computer Engineers. Starfish Computer is happy to answer any questions regarding certifications and Engineering qualifications.

Professional Technical Certifications
APS - HP ProLian ML/DL/SL Servers
Avaya AIPS Certification
CCENT
Citrix Certified Administrator for Citrix XenApp 6
Citrix Certified Administrator for Citrix XenServer Enterprise Edition 5
CompTIA A+
CompTia CDIA+
CompTIA CTT+
Datto Certified Advanced Technician Curriculum - All Starfish Computer Engineers
Datto Certified Deployment Specialist Curriculum - All Starfish Computer Engineers
Datto Sales Certification
Digium - Switchvox Support Engineer
Digium Certified Essentials
Digium Certified Systems Engineer
HP FlexNetwork Solutions
Microsoft 365 Certified: Modern Desktop Administrator Associate
Microsoft Certified Professional
Microsoft Certified Systems Administrator
Microsoft Certified Technology Specialist (MCTS)
Vmware VSP-SV (Servicer Virtualization 5.5)
WatchGuard Certified System Professional
WatchGuard Network Security Essentials
WatchGuard Sales Certification



### Microsoft Gold Partnership

Starfish Computer is a long-standing Gold Partner of Microsoft. A Microsoft Gold-Certified partner is a company that has agreed to collaborate and establish a close working relationship with Microsoft. Being Microsoft Gold-Certified means that we receive perks other providers do not, such as receiving continuous online technical support, news, updates, and useful information from Microsoft. Additionally, Gold Status with Microsoft provides permission to deliver Microsoft-based IT services and products to businesses and clients. Gold Partner status designates Starfish Computer Corporation as the service provider that Microsoft would refer interested parties to for any product or service implementation in the Greater Cleveland area.

### Full-time Personnel Qualified to Support Each Element of the Scope of Services

Starfish Computer has outlined below the number of FTE's that would be qualified, certified, and capable of performing tasks for the City of University Heights for each component of the Scope of Services.

#### Endpoint and Printer Management

- Inventory Control & Reporting
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Warranty Management
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Asset Tracking
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Purchasing New Computers
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Setting up new computers
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Patching and Compliance
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Mobile Device management
  - 4 FTE's
    - Adam, Aaron, Jason, Chris

- Endpoint Encryption
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Antivirus remediation
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Security Policy Management
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Sensitive Data Tracking
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Remote Monitoring of hardware
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Install and maintenance of UPS
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Troubleshooting Printers
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Server Management

- Inventory Control & Reporting
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Warranty Management
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Asset Tracking
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick



- Patching Compliance
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Antivirus management remediation
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Security Policy Management
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Remote Monitoring of Hardware for errors
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Firewall Monitoring and Management
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Offsite Backup & Disaster Recovery
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Management of the City's Servers
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Network Maintenance and Monitoring

- Inventory Control & Reporting
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Warranty Management
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick
- Asset Tracking
  - 4 FTE's
    - Marsha, Adam, Patrick, Nick



- Patching and Compliance
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Security Policy Management
  - 5 FTE's
    - Adam, Aaron, Chris, Jason, Chad
- Remote Monitoring of Hardware for errors
  - 12 FTE's
    - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael
- Monthly Change Control Reporting
  - 5 FTE's
    - Adam, Patrick, Aaron, Chris, Jason
- Monthly Reporting on configuration Backup
  - 5 FTE's
    - Adam, Patrick, Aaron, Chris, Jason

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Helpdesk Support and On-site Support

- 12 FTE's
  - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Cyber Security

- 12 FTE's
  - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Vendor Management

- 15 FTE's
  - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Patrick, Nick, Marsha, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

#### Network Architecture and Design

- 4 FTE's
  - Adam, Aaron, Jason, Chris



**\*Starfish Computer Corporation employees and specific roles are subject to change\***

Support of Business Applications

- 12 FTE's
  - Adam, Aaron, Drew, Tiffany, Sean, Devin, Tommy, Chris, Jason, John, Chad, Michael

**\*Starfish Computer Corporation employees and specific roles are subject to change\***

Service Levels and Expected Response Time

- All Starfish Computer FTE's – Service Levels/Expected Response Times provided below:

Service Level	Response Time	Resolution Time
Critical (essential city functions interrupted, or multiple system/multiple users affected, no workaround)	One Hour Response	90% resolved within 4 hours
High (important city functions interrupted, single system/single user affected, no workaround)	Two-hour response	90% resolved within 8 hours.
Normal (important city function suffer performance issue, single system/single user performance issue, important feature requests)	Four-hour response	75% resolved within 16 business hours
Low (minor performance issue, routine feature requests.)	One business day response	75% resolved within a week



## Current Client Base

Starfish Computer has the capabilities and bandwidth to meet, and exceed, your IT requirements. Our team works alongside our clients to ensure that issues are remediated, and client satisfaction remains high – as customer service is our number one priority. Our references will be able to provide a clear, firsthand account of how Starfish Computer has been able to assist with IT budgeting, department staffing, strategic planning, risk management, data management, incident management, controls and monitoring, and daily IT operational tasks.

### Total Current Clients

Starfish Computer Corporation is currently contracted with sixty (60) different business, municipality, and school system entities providing onsite and remote support. Starfish Computer is responsible for the design, functionality, and operation of network infrastructure, backup and disaster recovery, cloud computing, VoIP services (Phone Systems), and network security for all our clients.

### Total Number of Municipal Clients

Starfish Computer Corporation is currently contracted with two (2) municipal clients providing both remote and onsite support. Starfish Computer is responsible for backup and disaster recovery, vendor/software management, helpdesk/end user support, network/cyber security, and the functionality and operation of network infrastructure – servers, firewalls, networking equipment, user endpoints, and printers.





## Starfish Computer References

Starfish Computer is 100% committed to making sure business owners, municipalities, and financial services organizations throughout the Midwest have the most reliable and professional IT service. We take the time to understand the goals and vision of our clients before making any recommendations and provide customized solutions and services that best meet their specific needs.

We welcome the opportunity for you to contact our references listed below. Our references are extremely honest and will answer or discuss any questions that you may have. Don't forget to ask about:

- Our success integrating and managing third-party vendors – software providers, compliance audit firms, internet providers, etc.
- Our flexible business hours or operation – if you are open on the weekends, late at night, or during the holidays, you're covered!
- Our level of detail regarding your IT compliance, regulations, and audits
- Our level of customer service, quick response time, ticket remediation, and overall client satisfaction

Starfish Computer would like to request advance notice prior to reaching out to our clients so we can inform them about the pending communication. Please let Patrick Hanrahan – Director of Account Management, know whom you wish to contact, and approximately when, so our team can reach out and provide advance notice that communication will be coming. We thank you for the opportunity to potentially become your newest partner. If you have any questions regarding our references below, please do not hesitate to let us know.

References have been provided on the following pages with details regarding why those specific clients were selected for this proposal.



#### Wood County Department of Jobs and Family Services

Wood County Department of Jobs and Family Services is one of Starfish Computer's two government entity clients. David Wigent (Director) has been a partner of Starfish Computer for the past year and a half and can speak to the level of service Starfish Computer has been able to provide while operating within the mandated levels of compliance and regulation set forth by the State of Ohio and local governments. Starfish Computer must work hand in hand with government partners of Wood County Department of Jobs and Family Services to ensure all tasks are completed and remediated.

#### Dave Wigent's Contact Information:

Dave Wigent (Director)  
Wood County Department of Jobs and Family Services  
Phone: (419)-373-6927  
Email: [David.Wigent@jfs.ohio.gov](mailto:David.Wigent@jfs.ohio.gov)

#### CHN Housing Partners

CHN Housing Partners is Starfish Computer's largest partner regarding organization size, with between 350-400 employees. Mary Smigelski (CFO) can speak about how Starfish Computer supports that number of users, their locations, and the service that we provide on a daily basis.

#### Mary Smigelski's Contact Information:

Mary Smigelski (CFO)  
CHN Housing Partners  
Phone: (216) 774-2408  
Email: [MSmigelski@CHNHousingPartners.org](mailto:MSmigelski@CHNHousingPartners.org)

#### Unity Catholic Federal Credit Union

Brian McCue (CEO) from Unity Catholic Federal Credit Union is a sitting Board Member on the Ohio Credit Union League. Brian can speak to how Starfish ensures we meet all audit and compliance requirements, and how we work with a governing body as a vendor partner.

Additionally, Unity Catholic utilizes a cloud-based Azure hosted domain controller, and on premises file and domain controller servers as part of their hybrid network. Starfish Computer migrated Unity Catholic's email from on premises to Microsoft 365.

#### Brian McCue's Contact Information:

Brian McCue (CEO)  
Unity Catholic Federal Credit Union  
Phone: (440) 886-2558 ext. 251  
Email: [bmmccue@unitycatholiccu.org](mailto:bmmccue@unitycatholiccu.org)

### Reference for Additional Consideration: City of University Heights

Starfish Computer has provided emergency support services to the City of University Heights since 2020 when the City of University Heights had a network down emergency scenario.

Starfish Computer was contacted by Mayor Michael Brennan and asked to remediate and support the network. Mayor Brennan can be utilized as a reference to discuss the interaction with Starfish Computer, our prompt response, and the level of service that was provided to the City of University Heights in resolving their IT emergency.

Included for your review are the details of the initial emergency, Starfish Computer's emergency findings, Starfish Computer's initial recommendations, and the major changes that were implemented by Starfish Computer.

### Initial Emergency

On April 15<sup>th</sup>, 2020, Starfish Computer received a call from Mayor Michael Brennan requesting Starfish Computer's assistance restoring systems due to a server outage at City Hall.

Starfish Computer arrived at City Hall by 8:30pm and approached the down server situation in the following phases:

1. Identification: Starfish Computer gathered all documents from the Mayor regarding previously used/provided passwords, scanned the network for all devices only, verified all previously known admin passwords were unable to provide access.
2. VMware Host Reset: The provided passwords did not allow access to the system.
  - Both ESXi hosts had their passwords reset.
3. Domain "Administrator" password reset: Once console access to the virtual guests was restored, Starfish Computer was able to perform a password reset on the domain admin account.
  - The UHVIP server is not domain joined and the local "Administrator" account was set to the password provided by CTG. This was logged into and changed to match the domain admin's password for ease of access temporarily.
4. Testing: Once access was restored, Starfish Computer performed clean reboots on the servers and found the exchange (mail) server would not autostart any of the Microsoft Exchange services. All services needed to be manually started. Once completed, mail flow was tested and confirmed working via the Administrator account and through the Mayor's outlook client.
5. Cleanup: With approval from the Mayor, Starfish Computer installed Starfish's remote monitoring and management agents to all servers in order to continue to assist the City of University Heights until next steps were decided.
6. All services were back online, and the emergency was considered resolved by 1:00am on April 16<sup>th</sup>, 2020.

## Emergency Findings

Below are Starfish Computer's findings from the initial emergency that were presented to the City of University Heights

1. Every server is running an unlicensed Windows server license:
  - a. The domain controller was listed as expiring 4-17-2020.
    - i. It was installed with a trial license.
    - ii. If it expires, it can cause login / support issues.
  - b. One of the servers is stating it is not an authentic copy of Windows.
  - c. The utility server will expire in 54 days.
  - d. Both mail and VIP servers are not licensed and cannot be patched until this is resolved.
2. The servers are extremely slow
  - a. They take 15 to 40 minutes to reboot as opposed to 3 to 5 minutes it normally takes.
  - b. They take an additional 15 minutes to perform normal actions as opposed to the second it normally takes.
  - c. This is abnormal and will cause the following:
    - i. Time to apply patches
    - ii. Time to repair
    - iii. Server outages
  - d. Mail Server is malfunctioning
    - i. Upon restart the mail services do not automatically start even though they are setup to autostart.
    - ii. Each service needs to be manually restarted causing mail outages.
  - e. VIP server is malfunctioning
    - i. VIP and related services do not automatically start.
  - f. SAN hardware has a degraded state
    - i. We are concerned this is going to fail imminently.
    - ii. We believe this to be the cause of the slowness.
  - g. Servers not setup to automatically restart
    - i. If the hardware on the servers was rebooted, none of the Windows servers would boot up.
    - ii. The city would be down until someone logged in and manually started the servers.
3. The servers are either missing antivirus or it is expired.
  - a. This exposes the city to crypto viruses and malware.
    - i. This will lead to the city being hit with ransomware.
    - ii. This will lead to server outages and data loss.
4. The firewall license is expired.
  - a. This means its software is not updated and the city is exposed to ransomware and viruses.
  - b. The licenses need to be renewed ASAP or we would recommend a more robust

firewall to protect you against intrusions.

5. Missing documentation
  - a. The city does not have any clear documentation on:
    - i. Network design
      1. Diagrams will help any IT person in diagnosing errors and making recommendations for upgrades.
    - ii. Infrastructure Design
      1. The server and storage have multiple errors on the hardware.
      2. These need to be corrected and cleared to insure the servers stay running.
    - iii. Backup Policy
      1. A written backup policy needs to be created in case of an emergency, the data and services can be restored quickly.
    - iv. City Application Processes
      1. Example 1: Upon rebooting VIP, a script on the server desktop must be ran.
      2. Example 2: Upon rebooting the mail server, all of the mail servers must be started manually.
        - This is abnormal.
        - There appears to be something broken within the mail server.

#### Initial Recommendations

In order to stabilize the City of University Heights' infrastructure, Starfish Computer recommend the following emergency actions to be taken:

1. Install local backup disaster device.
2. Move servers to backup device.
3. Properly license all Windows servers.
4. Install loaner server and switch.
5. Move all City of University Heights servers from their failing hardware onto loaner server over the weekend.
  - a. Install antivirus on all servers.
  - b. Tighten down firewall security to protect against ransomware. (The City of University Heights will have to purchase software license for firewall as it is expired)
6. After network is stabilized, put a plan in place to replace or repair physical hardware and move servers back.

### Major Changes Performed

- 1) **Loaner Equipment:** As noted above, the performance of all servers was poor. After investigating the root cause, Starfish Computer was able to track it back to incorrect and misconfigured equipment provided by Concord Technology Group. Concord has sold the City of University Heights two new servers, a core switch, and a new SAN to hold all the data for the computer power of the new servers. During implementation, Concord replaced the SAN with an older, obsolete SAN as a temporary replacement, while the main SAN was being repaired. During this time, the new core switch was removed from the environment by Concord technicians.

During the time when CTG's temporary equipment was in place (late 2019), Concord had stopped providing support and never returned the equipment that was sold to the City of University Heights. This was unknown until Starfish Computer reviewed all the invoices the City of University Heights had paid. Starfish Computer also reviewed all the service orders provided by CTG to the City of University Heights for the purpose of invoicing and it was determined then that core equipment was missing from the environment, which lead to the performance issues that were observed.

It was agreed upon to temporarily rent Starfish Computer provided loaner equipment that could adequately support the City of University Heights' server infrastructure, while a more permanent solution was approved by the City of University Heights.

- 2) **Replacement Exchange Server:** The Exchange server appeared to be migrated from a previous version incorrectly and was installed on a trial license. Due to the lack of valid licensing and poor configuration, it was decided to purchase a better and faster solution including updated exchange licensing and migrate the City of University Heights mailboxes to a new exchange server that was correctly deployed.
- 3) **Secondary Domain Controller:** During the course of the server refresh that CTG initiated, CTG deployed a domain controller; leaving it with an auto-generated name as noted on the network drawing. While this is not technically a bad practice, it does make the network more difficult to administer. Due to the inherent issues Starfish Computer had discovered with the exchange server; as a precaution, Starfish Computer decided to build a secondary domain controller to replicate AD. In the long term, the intention is to replace the current FSMO role holder with this solution and then create a new secondary DC to upgrade The City of University Heights' functional level to 2019.
- 4) **Replacement Firewalls:** When attempting to bring the City of University Heights' existing firewalls current and resolve issues with VPN connectivity and PCI compliance, it was determined a better investment would be to use the existing equipment as a trade-in to purchase high-end WatchGuard Firewalls. This allowed Starfish Computer to reconfigure the City of University Heights' VPN traffic and fix setting issues that were previously failing a PCI audit scan.



- 5) **Antivirus:** The servers and workstations had a mix of expired antivirus, no antivirus, or Windows Defender. Starfish Computer installed Webroot Antivirus on all systems.
- 6) **Backup Solution:** There was no active backup solution for any of the City of University Heights' systems during Starfish Computer's initial review. Starfish Computer is supplying the City of University Heights with a Datto BDR device for all servers at this time.
- 7) **Spam Filter:** Due to lack of documentation and user issues with mail delivery, Starfish Computer switched the previous provider's spam filter for a recommended solution.

Please direct any emergency services remediation questions or 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).



### Financial Information and Statements

Per Section two: Company Profile, bullet point eight: Financial information – the city may elect after reviewing proposals to ask for financial information, to be submitted confidentially, from vendors to ensure financial resources and stability prior to further consideration.

Starfish Computer will provide all the financial documentation that is required by the City of University Heights upon request.

Please reach out to Patrick Hanrahan at (440) 808-0468 or at [PHanrahan@starfishcomputer.com](mailto:PHanrahan@starfishcomputer.com) with any questions regarding financial documentation.



## Project Narrative

On the following pages, Starfish Computer has provided detailed Project Narratives for the Migration into the Cloud Services Projects and Subsequent Routine Maintenance, Service and User Support components of the City of University Heights' RFP. The Project Narrative will outline the approach for the following projects:

1. Migration into Cloud Services
  - a. Assess the scope and feasibility of migrating as many currently in-house services to the cloud.
  - b. Plan and execute such a migration.
    - i. While the transition to a new phone service in collaboration with the City of University Heights, possibly with VoIP as backbone, as well as the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud (whichever better facilitates long term maintenance and is more cost effective) have been removed from the RFP, Starfish Computer initially proposed (and has included) migrating additional servers and services for the City of University Heights to the cloud.
  - c. Plan and execute the transition to a new phone service in collaboration with the City, possibly with VoIP as backbone.
    - i. Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:  
**"The City is working with our new telecom vendor to take care of the VoIP transition, so the VoIP migration of our phone system is no longer part of the responsibility of the Tech Vendor."**
  - d. Plan and execute the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud, whichever better facilitates long term maintenance and is more cost effective.
    - i. Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:  
**"The only bare-metal server the City has now chiefly runs the VIP Accounting & Payroll software. The City has contacted the vendor of that software suite and they have a program to migrate it to the cloud based system. Therefore, we do \*not\* need any virtual server in the cloud to replace our physical server."**
2. Subsequent Routine Maintenance, Service and User Support
  - a. Endpoint and Printer Management and Backup
  - b. Server Management and Backup
  - c. Network Maintenance & Monitoring
  - d. Helpdesk support and on-site support
  - e. Cyber Security
  - f. Vendor Management
  - g. Network Architecture and Design
  - h. Microsoft Office License Management/Support of Business Applications

## 1. Migration into the Cloud Services

Starfish Computer has created a Project Narrative detailing our approach, required steps, costs associated with the migration, and identified the personnel that will be dedicated specifically to supporting the City of University Heights during this project.

**While the transition to a new phone service in collaboration with the City of University Heights, possibly with VoIP as backbone, as well as the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud (whichever better facilitates long term maintenance and is more cost effective) have been removed from the RFP, Starfish Computer initially proposed (and has included) migrating additional servers and services for the City of University Heights to the cloud.**

### Project Overview

The follow project plan outlines the major steps for migrating on premises servers and services to the cloud for the City of University Heights.

#### Phase 1: Initial Discovery and Documentation

Starfish Computer will need to conduct due diligence, discovery, and documentation prior to starting the migration of City of University Heights' services to the cloud.

#### Phase 2: Deploy Azure Domain Controller

The following steps will be taken to deploy the Azure Domain Controller for the City of University Heights:

- Create new DC in Azure
- Configure AD Sites and Services
- Reconfigure DHCP to move over to WG Firewall and reconfigure DNS settings
- Transfer FSMO roles
- Reconfigure Windows Time service
- Install and configure Azure AD Connect
- Install and migrate AD Certificate Services (Migratiing from "Utility" server)
- Install and configure DUO Authentication Proxy
- Install and migrate RADIUS and make appropriate firewall and network infrastructure changes
- Install and configure Exchange server (For management of O365)

#### Phase 3: Migrate Email to MS365

Starfish Computer will plan to migrate all 188 City of University Heights mailboxes.

#### *Pre-Migration:*

- Audit and document customer environment, domain(s), usernames, email addresses/aliases, email address policies, and accepted domains.
- Export the following: Retention Policies/Tags, Send/Receive Connectors, Users, Distribution

Groups (including members and managers), Contacts, Mailboxes, Mailbox Sizes, Mailbox Folder Statistics, Public Folders, Public Folder Client Permissions, Public Folder Mail Settings, Transport Rules, Journaling Rules, Forwarding Settings, and Mailbox Delegation settings.

- Identify all applications, services, and devices that need to send email and determine best method for sending email post migration.
- Inventory Microsoft Office client versions
- Create Office 365 tenant
- Disable Office 365/Azure AD security defaults
- Configure Office 365 Auditing and Alerting
- Install Office Group Policy templates and create and link GPO to exclude Outlook Office 365 Autodiscover
- Create and configure Office 365 single sign-on GPO using the GPP option (Option 2)
- Verify that Modern Authentication is enabled in the Exchange Online tenant
- Add and verify customer domain(s) in Office 365 tenant.
- Set the appropriate domain as the default domain (based on their primary SMTP address)
- Create on premises UPN Suffix to match customers default domain in Office 365 and assign to all on premises user accounts
- Run IDFix tool on premises and resolve any blocking issues
- Verify and address on premises requirements and blocking issues for Azure AD Connect (updates, required software components, configurations, firewall settings, etc.).
- Install and configure Azure AD Connect on premises (Hybrid). Verify synchronization. Resolve any user matching, synching, or blocking issues.
- Provision and assign Office 365 licenses for all users in Office 365
- Verify and address on premises requirements and blocking issues for Exchange Server Hybrid (updates, required software components, configurations, SSL certificate(s), firewall settings, etc.).
- Install and run Exchange Hybrid wizard. Resolve any issues that prevent the Hybrid wizard from completing.
- Verify Exchange Hybrid on premises and in Office 365 (connectors, federation, etc.)
- Import and/or verify Retention Policies/Tags, Send/Receive Connectors, Transport Rules, Journaling Rules. Reconfigure as/if needed
- Transfer existing spam whitelist/blacklist to Office 365 antispam policy and connection policy
- Transfer encryption settings from existing email encryption provider (Zix, etc. - Requires AIP P1 license for OME (manual encryption) and/or DLP license (automatic encryption)
- Enable Common Attachment Types Filter blocking in Malware Policy (Security Admin Center>Threat Management>Policy>Anti-malware)
- Enable quarantining of spam and enable daily end-user spam notifications - Security Admin Center>Threat policies>Anti-spam policies>Anti-spam inbound policy - Security Admin Center>Policies & rules>Threat policies>Quarantine policy>GlobalSettings
- Edit Office 365 connection filter and spam filter for allowed and blocked ip addresses, domains, and email addresses

- Modify Office 365 inbound anti-spam policy and connection filter policy to always allow email from on premises ip addresses and copier\scanner email addresses
- Create on premises test user account and mailbox. Migrate to Office 365 and test internal/external mailflow. Resolve any blocking issues
- Enable auto-expanding archive in the tenant (Set-OrganizationConfig - AutoExpandingArchive / Get-OrganizationConfig | FL AutoExpandingArchiveEnabled)
- Enable SMTP authentication in the tenant (Set-TransportConfig - SmtplibClientAuthenticationDisabled \$false / Get-TransportConfig | Format-List SmtplibClientAuthenticationDisabled)
- Enable legacy SMTP in the tenant (Set-TransportConfig -AllowLegacyTLSClients \$true / Get-TransportConfig | Format-List AllowLegacyTLSClients)
- Install Office 365 client applications for all computers
- Create journaling mailbox transport rule

#### *Migration:*

- Migrate and manage all user mailboxes to Office 365.
  - Room/Resource mailboxes and journaling mailbox must be migrated last.
  - Resolve any migration or blocking issues
- Migrate Public Folders. Import Public Folder client permissions and Public Folder mail Settings.
  - Reconfigure as/if needed. Resolve any migration or blocking issues
- Link Office 365 SSO GPO to root of domain in AD

#### *Post-Migration:*

- Check and configure mailbox delegation settings
- Check and configure forwarding
- Add/Edit internal/external DNS records for Office 365 (MX, Autodiscover, SfB, SPF, MDM, etc)
- Null out on premises Exchange Autodiscover SCP
- Modify firewall as appropriate to block inbound SMTP and HTTP/HTTPS traffic to the on premises Exchange server and to allow outbound SMTP traffic from on premises Exchange server and devices
- Reconfigure on premises applications, services, and devices to send email via Office 365.
- Whitelist sender ip addresses and email addresses
- Remove all migration batches
- Install and license new Exchange 2016 server (free Hybrid license).
- Export SSL certificate from old Exchange server and import on new Exchange server. Run Exchange Hybrid Wizard
- Uninstall and decom old Exchange server
- If appropriate, cancel third party spam filtering
- Disable or delete the Hybrid send/receive connectors in Office 365 and on premises and

create new Office 365 and on premises send/receive connectors using the following parameters and commands

- Install DUO for OWA agent on on premises Exchange server
- Create New User Setup KB in TP
- Configure DKIM in the tenant (<https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/use-dkim-to-validate-outbound-email?view=o365-worldwide>)
- Configure DMARC (<https://dmarcian.com/dmarc-record-wizard/>) - Report Only and Relaxed Alignment. Send reports to [spfreports@starfishcomputer.com](mailto:spfreports@starfishcomputer.com)
- Reconfigure all Scan to Email devices
- Any remaining Misc. changes

#### Phase 4: Migrate File Server and User Data to SharePoint

Starfish Computer will complete 9 Drive mappings and migrate 148 users' data to SharePoint

##### *Pre-Migration:*

- Analyze drive mapping file paths for too long paths
- Create and secure Sharepoint sites, document libraries, and Microsoft 365 groups for all mapped drive
- Purchase, install, and configure GoodSync Workstation on desktop computer for mapped drive to Sharepoint document library synchronization
- Create Sharepoint document library auto-mapping GPOs and on premises security groups
- Create OneDrive KFM GPO
- Move all user data to local folders

##### *Migration:*

- Set all Mapped Drives/Shared Folders to READ ONLY on-premises
- Perform final GoodSync synchronization
- Deploy Sharepoint document library auto-mapping GPOs
- Deploy OneDrive KFM GPO
- Reconfigure Drive Mapping GPOs to delete mapped drives

#### Phase 5: Final Documentation & Decommission of Servers

Starfish Computer will update and maintain all infrastructure documentation for the City of University Heights and make changes to reflect the real-time condition and status of the network.

##### *Experience Completing this Task*

Starfish Computer has successfully completed Cloud Services migrations for 19 of our current clients.

### Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function

Starfish Computer will have four main staff members involved with the completion of this project.

Those Starfish Computer staff members are:

- Adam Walker
- Aaron Keith
- Chris Abbott
- Joe Webster

Quality and experience for all four of these individuals can be found on their resumes, which have been provided in Appendix C for reference.

### Project Management Skills and Quality Control Strategies

Starfish Computer has successfully implemented 41 similar projects to those outlined within the RFP. Starfish Computer takes a very logical and phased approach to each project. Our documented approach for any project is provided below for review.

- 1) Discovery:
  - a. Document the environment
  - b. Review and verify with the client that documentation is accurate
- 2) Research and set Milestones:
  - a. Research and verify all details of any requested project to confirm Starfish Computer's understanding is the same as the clients
  - b. List all major milestones of the project
- 3) Plan:
  - a. Once the milestones and expectations are agreed upon, Starfish Computer will coordinate a phased approach to implement the project
  - b. Each phase and major milestone will be listed with an estimated completion date
    - i. Starfish Computer coordinates any downtime with the client and plans around the client's schedule to avoid extended downtimes during normal business hours
    - ii. Each Phase is approached with the strategy that if there is an event or issue that prevents project completion, Starfish Computer can reverse changes implemented and the client can continue operating business as usual
      1. When this situation occurs, Starfish Computer communicates the issue to the client, and reschedules the remainder of the project once the problem has been resolved
  - c. Review: Starfish Computer will review the details of the project plan with the client for approval to start
- 4) Implementation:
  - a. Once the project plan is approved, Starfish Computer will begin the work as outlined until completion



- b. Starfish Computer provides updates at the end of each phase/milestone
- 5) Verify:
  - a. At the end of the project, Starfish Computer will do a final review with the client/POC and verify everything is working as expected
- 6) Document:
  - a. Client documentation will be updated to reflect all recent changes to the environment

#### Estimated Cost/Range of Project

All cost estimations for the three transitioning to the cloud services projects have been provided to the City of University Heights as part of the 'Cost of Services' packet. A summarization of these individual quotes can be found on the 'RFQ-Bid-Sheet.'

#### Personnel that will be dedicated specifically to supporting the City of University Heights

To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

#### Shared resources that will be provided by the vendor, but not solely dedicated to the City of University Heights

Aaron Keith, the Project Manager at Starfish Computer, would oversee the completion of this project. Joe Webster, Chris Abbott, and Adam Walker would collaborate with Aaron to complete this project on behalf of the City of University Heights. The qualifications and experience for all four of these Key Starfish Computer team members can be found on their resumes, which have been provided in Appendix C for reference and review.

Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.

## 2. VOIP Phone System – \*Removed from RFP Per City of UH on 4/3/2023\*

\*\*Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:

**“The City is working with our new telecom vendor to take care of the VoIP transition, so the VoIP migration of our phone system is no longer part of the responsibility of the Tech Vendor.”**

The following project narrative for transitioning to a new phone service in collaboration with the City of University Heights, possibly with VoIP as backbone, is no longer the responsibility of the tech vendor, and no longer a portion of this RFP. Starfish Computer has included the initial project narrative that was submitted within this revised proposal for reference. \*\*

Starfish Computer has created a Project Narrative detailing our approach, required steps, associated costs, and identified the personnel that will be dedicated specifically to supporting the City of University Heights during this project.

### Project Overview

The City of University Heights would like to replace their existing phone provider and phone system. The project plan below will outline the steps taken to migrate voice services to a Sangoma Cloud Phone System.

#### Phase 1: Document Existing Setup

- Create list of usernames, emails, and extensions
- Create DID list and map out extensions (Map out the Auto Attendant)
- Create a flowchart of current AA/IVR
  - Confirm with client and get sign off
- Verify the current network setup and document (Is POE Available, do the current phones share a network port with the user’s computer, etc?)
- Obtain current phone bills from client for all phone numbers
  - (This will be required to transfer numbers to the new provider)
- Verify Starfish Computer has an LOA for controlling changes to the current phone service provider

#### Phase 2: Configure Cloud Tenant

- Initial setup via Digium Cloud Portal with Temporary DID’s
- Upload all sound files for AA (or record new if sound files are not exportable from old system)
- Mirror call rules, extensions, AA/IVR, using the Temp numbers from Digium
- Create the call rules to reflect numbers after number porting
  - The system will be prepared in such a way that Starfish Computer will be able to deploy the new system and have the departing provider place an “RCF”, or Remote Call Forward on the main line to a temporary number of the new system



- This will allow the new phones to be deployed without having to also coordinate the port request date/time
  - Alternatively, trying to physically place the new system at the same time of the port request (transferring of phone numbers) can be problematic and cause downtime.
- Configure all phones, users, etc. offsite at Starfish Computer Office.
- Coordinate with Point of Contact to test new cloud setup and get client sign off with finished IVR/AA
- Create user training documentation
- Schedule Port Request

### Phase 3: User Training

Starfish Computer will plan for (5) x 4-hour training sessions for up to 25 users at a time. Starfish Computer will verify the training material with designated Point of Contact prior to conducting training, and then train each group on the approved material.

- First run of training session with Point of Contact for Approval
- Coordinate Training Sessions with Point of Contact
  - Training to Include
    - Overview of Auto Attendants
    - Overview of Desk Phone features
    - Overview of Softphone features
    - Overview of Mobile App Features
    - Live Demonstrations on using each of the above
    - Open Forum for Questions at the End.

### Phase 4: Onsite Deployment

- Schedule and take new equipment on-site
- Make any firewall and network changes required
- Request forwarding for the current numbers, to forward to the temp numbers in the new tenant
- Setup phones and all basic functions from the training documentation

### Experience Completing this Task

Starfish Computer has successfully completed phone system migrations for 18 of our current clients.

### Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function

Starfish Computer will have four main staff members involved with the completion of this project. Those Starfish Computer staff members are:

- Adam Walker



- Aaron Keith
- Chris Abbott
- Joe Webster

Quality and experience for all four of these individuals can be found on their resumes, which have been provided in Appendix C for reference.

#### Project Management Skills and Quality Control Strategies

Starfish Computer has successfully implemented 41 similar projects to those outlined within the RFP. Starfish Computer takes a very logical and phased approach to each project. Our documented approach for any project is provided below for review.

- 1) Discovery:
  - a. Document the environment
  - b. Review and verify with the client that documentation is accurate
- 2) Research and set Milestones:
  - a. Research and verify all details of any requested project to confirm Starfish Computer's understanding is the same as the clients
  - b. List all major milestones of the project
- 3) Plan:
  - a. Once the milestones and expectations are agreed upon, Starfish Computer will coordinate a phased approach to implement the project
  - b. Each phase and major milestone will be listed with an estimated completion date
    - i. Starfish Computer coordinates any downtime with the client and plans around the client's schedule to avoid extended downtimes during normal business hours
    - ii. Each Phase is approached with the strategy that if there is an event or issue that prevents project completion, Starfish Computer can reverse changes implemented and the client can continue operating business as usual
      1. When this situation occurs, Starfish Computer communicates the issue to the client, and reschedules the remainder of the project once the problem has been resolved
  - c. Review: Starfish Computer will review the details of the project plan with the client for approval to start
- 4) Implementation:
  - a. Once the project plan is approved, Starfish Computer will begin the work as outlined until completion
  - b. Starfish Computer provides updates at the end of each phase/milestone
- 5) Verify:
  - a. At the end of the project, Starfish Computer will do a final review with the client/POC and verify everything is working as expected
- 6) Document:

- a. Client documentation will be updated to reflect all recent changes to the environment

#### Estimated Cost/Range of Project

All cost estimations for the three transitioning to the cloud services projects have been provided to the City of University Heights as part of the 'Cost of Services' packet. A summarization of these individual quotes can be found on the 'RFQ-Bid-Sheet.'

#### Personnel that will be dedicated specifically to supporting the City of University Heights

To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

#### Shared resources that will be provided by the vendor, but not solely dedicated to the City of University Heights

Aaron Keith, the Project Manager at Starfish Computer, would oversee the completion of this project. Joe Webster, Chris Abbott, and Adam Walker would collaborate with Aaron to complete this project on behalf of the City of University Heights. The qualifications and experience for all four of these Key Starfish Computer team members can be found on their resumes, which have been provided in Appendix C for reference and review.

Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.

### 3. VIP Migration – \*Removed from RFP Per City of UH on 4/3/2023\*

\*\*Per communication received from Mayor Brennan of the City of University Heights on Monday, April 3<sup>rd</sup>, 2023:

**“The only bare-metal server the City has now chiefly runs the VIP Accounting & Payroll software. The City has contacted the vendor of that software suite and they have a program to migrate it to the cloud based system. Therefore, we do \*not\* need any virtual server in the cloud to replace our physical server.”**

The following project narrative for the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud (whichever better facilitates long term maintenance and is more cost effective), is no longer the responsibility of the tech vendor, and no longer a portion of this RFP. Starfish Computer has included the initial project narrative that was submitted within this revised proposal for reference. \*\*

Starfish Computer has created a Project Outline detailing our approach, required steps, associated costs, and identified the personnel that will be dedicated specifically to supporting the City of University Heights during this project.

#### Project Overview

The follow project plan outlines the major steps required for the migration of the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud for the City of University Heights.

#### Project Outline

Starfish Computer reached out to VIP regarding the ability to migrate the current accounting and payroll system from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud for the City of University Heights.

VIP informed Starfish Computer that such a migration would require direct assistance and involvement from VIP, as VIP has their own migration process.

Starfish Computer would work with the VIP team, and via VIP direction, complete the necessary steps to migrate the City of University Heights from VIP Analytics to VIP Cloud or to a Virtual Server running in the Cloud.

#### Experience Completing this Task

Starfish Computer has successfully completed Cloud Services migrations for 19 of our current clients.

#### Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function

Starfish Computer will have four main staff members involved with the completion of this project. Those Starfish Computer staff members are:

- Adam Walker
- Aaron Keith
- Chris Abbott
- Joe Webster

Quality and experience for all four of these individuals can be found on their resumes, which have been provided in Appendix C for reference.

#### Project Management Skills and Quality Control Strategies

Starfish Computer has successfully implemented 41 similar projects to those outlined within the RFP. Starfish Computer takes a very logical and phased approach to each project. Our documented approach for any project is provided below for review.

- 1) Discovery:
  - a. Document the environment
  - b. Review and verify with the client that documentation is accurate
- 2) Research and set Milestones:
  - a. Research and verify all details of any requested project to confirm Starfish Computer's understanding is the same as the clients
  - b. List all major milestones of the project
- 3) Plan:
  - a. Once the milestones and expectations are agreed upon, Starfish Computer will coordinate a phased approach to implement the project
  - b. Each phase and major milestone will be listed with an estimated completion date
    - i. Starfish Computer coordinates any downtime with the client and plans around the client's schedule to avoid extended downtimes during normal business hours
    - ii. Each Phase is approached with the strategy that if there is an event or issue that prevents project completion, Starfish Computer can reverse changes implemented and the client can continue operating business as usual
      1. When this situation occurs, Starfish Computer communicates the issue to the client, and reschedules the remainder of the project once the problem has been resolved
  - c. Review: Starfish Computer will review the details of the project plan with the client for approval to start
- 4) Implementation:
  - a. Once the project plan is approved, Starfish Computer will begin the work as outlined until completion
  - b. Starfish Computer provides updates at the end of each phase/milestone
- 5) Verify:
  - a. At the end of the project, Starfish Computer will do a final review with the client/POC and verify everything is working as expected



- 6) Document:
  - a. Client documentation will be updated to reflect all recent changes to the environment

#### Estimated Cost/Range of Project

All cost estimations for the three transitioning to the cloud services projects have been provided to the City of University Heights as part of the 'Cost of Services' packet. A summarization of these individual quotes can be found on the 'RFQ-Bid-Sheet.'

#### Personnel that will be dedicated specifically to supporting the City of University Heights

To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

#### Shared resources that will be provided by the vendor, but not solely dedicated to the City of University Heights

Aaron Keith, the Project Manager at Starfish Computer, would oversee the completion of this project. Joe Webster, Chris Abbott, and Adam Walker would collaborate with Aaron to complete this project on behalf of the City of University Heights. The qualifications and experience for all four of these Key Starfish Computer team members can be found on their resumes, which have been provided in Appendix C for reference and review.

Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.

#### 4. Subsequent Routine Maintenance, Service and User Support

Starfish Computer has reviewed the City of University Heights scope of services and understands that the scope of services is intended to ensure proper operation of the City's networked computer system, equipment, and related network infrastructure and business systems. The IT Managed Service needs are anticipated to include, but not be limited to the following:

##### 1. Endpoint and Printer Management and Backup

The City of University Heights maintains 9 Desktops, 20 Laptops and about 50 Mobile Devices (Tablets and Smartphones) in various locations throughout the City of University Heights. The City of University Heights is requiring the following for endpoints:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Purchasing new computers and peripherals and advising on specs related to purchases
- Setting up new computers for users with a wide variety of needs
- Patching and compliance for Operating Systems and Installed Applications
- Mobile Device Management
- Endpoint Encryption
- Anti-virus & Anti-malware management and remediation
- Security Policy Management
- Sensitive Data Tracking
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Installation and maintenance of UPS units
- Troubleshoot printer/scanning issues; interface with vendors to coordinate repairs

##### *Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will manage Desktops, Laptops, and Printers through a combination of Group Policies and network monitoring through our Remote Management and Monitoring Agent tools. Starfish Computer will monitor, remediate, and manage Antivirus settings and updates, patch management and any required compliance.

Mobile Devices will have basic administration through On-Premises Exchange or Office 365 (All devices require a minimum of a screen lock and the ability to remotely wipe the device if lost/stolen).

Starfish Computer provides endpoint and printer management and backup services to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing the endpoint and printer management and backup responsibilities. Starfish Computer's team approach to providing support and service provides quick response times and remediation. If during remediation an issue needs to be escalated, Starfish Computer has internal



processes in place to ensure issues are escalated to the appropriate resource. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

*Estimated Cost/Range of Project*

Starfish Computer utilizes the 'all-inclusive' model when providing support and service to its' clients. All tasks within this RFP category are covered by the monthly Managed Services cost between the hours of 7am-5:30pm, Monday-Friday – as requested in the City of University Heights RFP.

Onsite/Remote support and service of Client's IT networks will be provided to the Client by Starfish Computer through onsite/remote means between the hours of 7:00am – 5:30pm Monday through Friday, excluding public holidays. Network Monitoring Services will be provided 24/7/365.

Emergency and After-hour rates will be applied for any after-hours emergency support to the needs of Department and Division's routinely operating outside normal business hours (Police, Fire, Utilities, Maintenance and Recreation). Emergency services performed outside of the hours of 7:00am – 5:30pm Monday through Friday, excluding public holidays, are subject to review by the Starfish Computer team prior to the City of University Heights being invoiced for services or support rendered.

*Personnel that will be dedicated specifically to supporting the City of University Heights*

To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

*Shared resources that will be provided by the vendor, but not solely dedicated to the City of University Heights*

Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.



To provide maximum uptime and personnel availability to all Starfish Computer clients, all Starfish Computer engineers and support staff are shared between clients. This strategy allows Starfish Computer to always provide the highest level of support, regardless of PTO/sick coverage, specific engineer availability, or time of day/day of week. Starfish Computer believes that if all staff members are cross trained for every Starfish Computer client, support level will always be of the highest level.

## 2. Server Management and Backup

The City of University Heights currently hosts 1 physical and 6 virtual servers; most of these servers are in the City Hall server room, with some servers located in off-site locations. The physical server is rented from the current IT contractor. The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems and Installed Applications
- Endpoint Encryption for offsite servers
- Anti-virus & Anti-malware management and remediation
- Security Policy Management
- Remote Monitoring of hardware and software for errors, warnings, or non-compliance
- Firewall Monitoring and Management
- Off-site backup storage & Disaster Recovery of City's data and applications
- Management of City's Servers

### *Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will manage servers and backups through a combination of Group Policies and network monitoring through our Remote Management and Monitoring Agent tools. Starfish Computer will monitor, remediate, and manage Antivirus settings and updates, patch management and compliance, and backup verification.

Starfish Computer provides server management and backup to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing the management of servers and backup responsibilities. Starfish Computer's team approach to providing support and service provides quick response times and remediation. If during remediation an issue needs to be escalated, Starfish Computer has internal processes in place to ensure issues are escalated to the appropriate resource. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.



*Estimated Cost/Range of Project*

Starfish Computer utilizes the 'all-inclusive' model when providing support and service to its' clients. All tasks within this RFP category are covered by the monthly Managed Services cost between the hours of 7am-5:30pm, Monday-Friday – as requested in the City of University Heights RFP.

Onsite/Remote support and service of Client's IT networks will be provided to the Client by Starfish Computer through onsite/remote means between the hours of 7:00am – 5:30pm Monday through Friday, excluding public holidays. Network Monitoring Services will be provided 24/7/365.

Emergency and After-hour rates will be applied for any after-hours emergency support to the needs of Department and Division's routinely operating outside normal business hours (Police, Fire, Utilities, Maintenance and Recreation). Emergency services performed outside of the hours of 7:00am – 5:30pm Monday through Friday, excluding public holidays, are subject to review by the Starfish Computer team prior to the City of University Heights being invoiced for services or support rendered.

*Personnel that will be dedicated specifically to supporting the City of University Heights*

To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

Starfish Computer Corporation utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. Team Leads are responsible for the client's overall IT service offering, capacity and performance plans for client environments, and preventative maintenance planning and execution.

*Shared resources that will be provided by the vendor, but not solely dedicated to the City of University Heights*

Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.

To provide maximum uptime and personnel availability to all Starfish Computer clients, all Starfish Computer engineers and support staff are shared between clients. This strategy allows Starfish Computer to always provide the highest level of support, regardless of PTO/sick

coverage, specific engineer availability, or time of day/day of week. Starfish Computer believes that if all staff members are cross trained for every Starfish Computer client, support level will always be of the highest level.

### 3. Network Maintenance & Monitoring

The City of University Heights has a relatively small network that spans 3 closely located buildings, with a core switch located in City Hall. The City of University Heights also finds itself relying more heavily on wireless technologies as time goes on. This network and wireless technology are mission critical and needs to be monitored 24/7/365. 24/7 Hour support with a 1-hour SLA is required for all network-related outages. The scope of work includes, but is not limited to:

- Inventory Control & Reporting
- Warranty Management
- Asset Tracking
- Patching and compliance for Operating Systems, appliance upgrades and all network equipment including firewalls, switching, routing and wireless infrastructure
- Security Policy Management
- Remote Monitoring of hardware for errors, warnings, or non-compliance
- Monthly change control reporting
- Monthly reporting on configuration backup

#### *Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide network maintenance and monitoring utilizing a combination of our Network Management and Monitoring agents, a centralized Watchguard portal for firewall management, and a Ubiquiti Cloud Key. All core switching, firewall, wireless access points, and battery backup systems will report into Starfish Computer's ticketing system for any errors needing remediation.

If during the monitoring process an issue is detected, Starfish Computer will either remediate the issue, open a ticket with the related vendor on behalf of the City of University Heights, or schedule an onsite visit with the appropriate City of University Heights contact to resolve the issue. If during remediation an issue needs to be escalated, Starfish Computer has internal processes in place to ensure issues are escalated to the appropriate resource.

Starfish Computer monitors and responds to alerts in real time and will alert the City of University Heights of any critical alerts or errors.

Starfish Computer provides network maintenance and monitoring to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing network maintenance and monitoring responsibilities.



*Estimated Cost/Range of Project*

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Starfish Computer does not host or maintain client data on Starfish Computer hardware. Therefore, there will not be any shared hardware/software resources between current clients of Starfish Computer and the City of University Heights.

To provide maximum uptime and personnel availability to all Starfish Computer clients, all Starfish Computer engineers and support staff are shared between clients. This strategy allows Starfish Computer to always provide the highest level of support, regardless of PTO/sick

coverage, specific engineer availability, or time of day/day of week. Starfish Computer believes that if all staff members are cross trained for every Starfish Computer client, support level will always be of the highest level.

#### 4. Helpdesk support and on-site support

The City of University Heights supports about 100 End Users. The vendor is expected to provide SLA-based, remote support in administering to the City's IT needs. Onsite is expected when required to support the city. This includes end user support and training, department level systems and capital needs planning, and input into major system enhancements. Vendor will participate collaboratively with various departments to fulfill service needs and will make recommendations for future purchasing and technology upgrades when advisable. Personnel providing services under this contract resulting from the RFP must be fully qualified to perform the required work. Help Desk Support Remote must include:

- Service Call Tracking
- Monthly reports on problems, issues, affected users, problem categories
- Application and operating system help desk services
- Guidance and user support pertaining to proper use of city applications and systems
- Guidance and user support pertaining to proper response to security concerns such as websites, emails, and application behavior.
- 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.
- 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
- 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)
- Support staff available to assist in user training and orientation on the first day of any newly hired City Employee
- Support of City Hall Employees by 7:30 a.m. each morning
- Support for basic phone problems
- Support to trouble shoot basic network issues with the use of the City's remote monitoring system
- Support should have a good understanding of all the Internet connections and providers
- Support to rollout new computers/laptops
- Support to rollout replacement switches
- Support for reviewing cyber security logs
- Support for reviewing current IT Management systems (Switches, Network, Wi-Fi)
- Support staff will report to Mayor Michael Dylan Brennan



*Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide helpdesk support and on-site support to the City of University Heights. Starfish Computer operates a live answer helpdesk between 8:00am and 5:00pm Monday-Friday. City of University Heights' users can submit tickets through phone or email.

Inbound service phone calls outside of the 8:00am – 5:00pm time frame will be redirected to our emergency answering service. Starfish Computer has a rotating on-call schedule for all engineers. Any calls left with the answering service are returned within 30 minutes by a Starfish Computer engineer - 24/7/365. For noncritical issues, users can submit their tickets to [support@starfishcomputer.com](mailto:support@starfishcomputer.com) and will be assigned to the next available engineer for review.

Starfish Computer utilizes a team approach when providing clients with support and service. Each client is assigned a Level 3 Engineer Team Lead. Each Team Lead has a comprehensive working knowledge of network infrastructure technologies including backup and disaster recovery, Microsoft servers and domains, virtualization (Hyper-V and VMWare), networking, cyber security, telephony platforms, data storage, and user devices – including mobile devices, laptops, and desktops. The team approach allows client users to become familiar with Starfish Computer employees, and for remediation of issues to be accelerated.

Starfish Computer has escalation processes and procedures in place to ensure all client service requests are completed in a timely manner. Should involvement from a vendor of the City of University Heights be required, Starfish Computer will engage that vendor on behalf of the City of University Heights.

Starfish Computer provides helpdesk support and on-site support to 80% of current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing the helpdesk support and on-site support responsibilities.

*Estimated Cost/Range of Project*

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of 7:00am – 5:30pm Monday through Friday, excluding public holidays, are subject to review by the Starfish Computer team prior to the City of University Heights being invoiced for services or support rendered.

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To prevent scenarios where a client would not be able to be properly serviced, Starfish Computer does not assign individual engineers to specific client accounts. All Starfish Computer engineers are cross trained on every client's account so that in emergencies, PTO/sick coverage, or instances when engineers need to collaborate to complete or remediate an issue, all Starfish Employees are properly trained and able to assist any client at any given time.

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To provide maximum uptime and personnel availability to all Starfish Computer clients, all Starfish Computer engineers and support staff are shared between clients. This strategy allows Starfish Computer to always provide the highest level of support, regardless of PTO/sick coverage, specific engineer availability, or time of day/day of week. Starfish Computer believes that if all staff members are cross trained for every Starfish Computer client, support level will always be of the highest level.

## 5. Cyber Security

The City of University Heights has deployed a robust, multilayered approach to security-focused technologies: DNS Security, Anti-malware software deployed to all Endpoints, Anti-virus & Security software deployed to Servers, and Endpoints.

- Monitoring & Management of the existing DNS Security
- Monitoring & Management of the existing/or vendor provided Anti-malware System
- Monitoring & Management of the existing/or vendor Anti-virus and Security system
- Provide standard Anti-virus software, and management of said software to all end point devices



*Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide cyber security services to the City of University Heights through partnerships with vendors that are renowned for industry best practice standards. Starfish Computer proactively monitors and remediates all cyber security threats. Starfish Computer enables all advanced security threat features to prevent malicious threats or content to enter client networks.

Starfish Computer utilizes several vendors and outlets to stay current on ever evolving security risks and new technologies to protect all clients. The Starfish Computer team will review issues, work with vendors to apply their recommended solutions, and implement industry best practices.

The President of Starfish Computer, R.J. Arhar, is a published author and expert in the cybersecurity field. R.J. has spoken at numerous corporate events, annual meetings, and conventions, detailing the threats that exist in the world and the steps that must be taken to ensure cybersecurity safety.

All Starfish Computer employees partake in cybersecurity awareness training and are current and compliant with industry required training.

Starfish Computer provides cyber security protection and security to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing all cybersecurity responsibilities and tasks.

*Estimated Cost/Range of Project*

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## 6. Vendor Management

The City of University Heights hosts various municipal vendor software applications that require a resource to become proficient in supporting the application's internal operations (application subject matter experts). The City also works with several vendors providing services to the City that fall under the scope of IT Management. The successful firm will be required:

- To meet with all City application vendors, as needed
- To work with vendors in jointly resolving issues or problems with vendor supplied software and to schedule updates and upgrades to provided services
- Monitor vendor provided services and proactively reach out to vendors when and if those services stop working
- To create and curate a Knowledge Base of Problem Resolution and How-To documentation for all line of business applications and for all vendor provided services.



The City shall retain this information in the event of a severance of services by provider at a future date

*Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide vendor management to the City of University Heights. During the onboarding process, Starfish Computer will collect all vendor bills and licensing related to IT, and then contact those vendors with the designated Point of Contact from the City of University Heights to have Starfish Computer added as an authorized user/contact so Starfish Computer can manage that vendor on our clients' behalf.

Starfish Computer and the City of University Heights will complete Letters of Authorization for all City vendors. These Letters of Authorization will allow Starfish Computer to engage City vendors whenever an issue occurs on the City's behalf. As Starfish Computer interacts with vendors and encounters issues/errors, Starfish Computer will build upon our own knowledge base and detail every problem encountered specific to the client's environment.

Starfish Computer provides vendor management to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing vendor management responsibilities.

*Estimated Cost/Range of Project*

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## 7. Network Architecture and Design

The City’s network architecture (components, technologies, etc.) and design (layout and organization) must evolve to meet several larger objectives and long-term goals in our unique environment(s). The Mayor and City Council or designee will work closely with the selected vendor to discuss, design, develop, and implement various improvements regarding network topologies, hosting, services, security, redundancy, and disaster recovery (DR). This is in response to the requirements for continuity of operations for critical government operation during various types of disaster events.

- These include natural disasters, technological, biological, nuclear, or other situations where the city government needs to function days, weeks, or months in a state where one or more facilities are off-line or disconnected from the main network
- Help design and plan for new technologies, network upgrades, and evolving security standards, and assist current City IT resources implement evolutions to the current network up to an architecture that supports more redundancy and overall, less dependence on any one physical location
- Plan for strategic improvements regarding hosting, services, data storage, security, and the DR issues discussed above



- Help plan testing of DR operations on a regular schedule

*Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide network architecture and design services to the City of University Heights through thorough documentation of the live network. Proper and thorough documentation allows Starfish Computer to understand the needs of the City of University Heights. Starfish Computer will then recommend any necessary changes in available technology or notify the City of University Heights of any pending end-of-life dates for current systems. The Starfish Computer team will review the environment as a whole and make recommendations that are both cost effective and beneficial to the network.

Starfish Computer also conducts regularly scheduled IT meetings with the appropriate and designated points of contact to discuss future plans, expansion, acquisition, relocation, or potential upcoming projects that require technology. The Starfish Computer team will then build a system design and present it to the City of University Heights for review. The Starfish Computer team will always work to make sure any short-term needs align with long-term goals.

Starfish Computer provides network architecture and design services to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing network architecture and design services; however, the final design concepts are the responsibility of the Director of Technology at Starfish Computer, Adam Walker.

*Estimated Cost/Range of Project*

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#### 8. Microsoft Office License Management/Support of Business Applications

The City of University Heights relies on business applications to provide services for a significantly diverse business functions (examples: recreation programs, facility rentals, water and wastewater utilities, infrastructure management, communications, human resources, payroll, finance, etc.). Departments will work with the selected vendor to ensure business applications are implemented efficiently, cost effectively, and reliably. Management of these diversion business applications includes but is not limited to:

- Software updates and installation
- Coordination with third party software vendors to resolve



*Experience Completing this Task/Quality and Experience of Specific Personnel Proposed to Fulfill Each Respective Function/Project Management Skills and Quality Control Strategies*

Starfish Computer will provide Microsoft Office License Management/Support of Business Applications to the City of University Heights. Starfish Computer will document all lines of business applications, including what systems are required to function for a specific application to work, all vendor contact and warranty info, and installation instructions.

As Starfish Computer interacts with vendors and encounters issues/errors, Starfish Computer will build upon our own knowledge base and detail every problem encountered specific to the client's environment.

Starfish Computer and the City of University Heights will complete Letters of Authorization for all City vendors. These Letters of Authorization will allow Starfish Computer to engage City vendors whenever an issue occurs on the City's behalf.

Starfish Computer provides Microsoft Office License Management/Support of Business Applications to all current managed services clients. All Starfish Computer engineers are qualified, certified, and capable of performing Microsoft Office License Management/Support of Business Applications responsibilities.

*Estimated Cost/Range of Project*

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### Service Levels and Expected Response and Resolution Time

Starfish Computer asks that when a service request is submitted by a user, the user notates the level of priority and severity of the request. If no priority level is provided, Starfish Computer assigns priority of tickets based on a combination of how the ticket was submitted (phone vs. email) and the user's request.

Each priority level has its own maximum response time before being upgraded to a higher priority. Once an issue is determined to be a Priority 1, it is worked on and constantly monitored until resolved or until there is a pre-determined wait period discussed with the client (i.e. a power outage would be discussed with the client, and if power is expected to be restored within X amount of time, does the client prefer to wait, or need to implement their Disaster recovery option).

\*This example would have different solutions available based on the time of day and day of the week. \*

Starfish Computer acknowledges and accepts the proposed expected service levels and response/resolution times provided by the City of University Heights. A copy of the expected service levels and response/resolution times has been provided below for reference.

<b>Service Level</b>	<b>Response Time</b>	<b>Resolution Time</b>
Critical (essential city functions interrupted, or multiple system/multiple users affected, no workaround)	One Hour Response	90% resolved within 4 hours
High (important city functions interrupted, single system/single user affected, no workaround)	Two-hour response	90% resolved within 8 hours.
Normal (important city function suffer performance issue, single system/single user performance issue, important feature requests)	Four-hour response	75% resolved within 16 business hours
Low (minor performance issue, routine feature requests.)	One business day response	75% resolved within a week





## Appendix A: Sample Documentation

Starfish Computer has provided Sample Documentation on the following pages to demonstrate the detail utilized during a partnership with a current client. Starfish Computer is willing to further discuss the Sample Documentation if requested.

### Backup Policy – Sample Documentation

Starfish Computer Federal Credit Union uses a Datto backup/disaster recovery device to locally backup their servers and to replicate to the cloud. Backups are retained in the cloud forever, and locally for 1 month.

The Datto unit will do a nightly “Screenshot” test in which it takes the most recent backup and attempts to boot it virtually to the login screen. It then sends a screenshot of this verification via email as proof of a successful backup and restore.

In the event of a complete site disaster where the Datto unit is also unrecoverable, all the servers can be virtually booted in the cloud environment.

In addition to Datto Snapshots all SQL databases run their own scheduled backup job daily to flush all logs in the event a recovery process encounters a database error, this will allow for an alternate recovery path.

### Datto Backup Schedule – Sample Documentation

Server Name	Daily Schedule	Hourly Schedule	Notes
Server 1	Sun-Sat	Hourly	
Server 2	Sun-Sat	Hourly	
Server 3	Sun-Sat	Hourly	
VMHost 1	Sun-Sat	Hourly	
VMHost 2	Sun-Sat	Hourly	
VMHost 3	Sun-Sat	Hourly	
Main Branch	Sun-Sat	Hourly	
2 <sup>nd</sup> Branch	Sun-Sat	Hourly	
3 <sup>rd</sup> Branch	Sun-Sat	Hourly	
Total Server Count: 9			

### Backup Verification – Sample Documentation

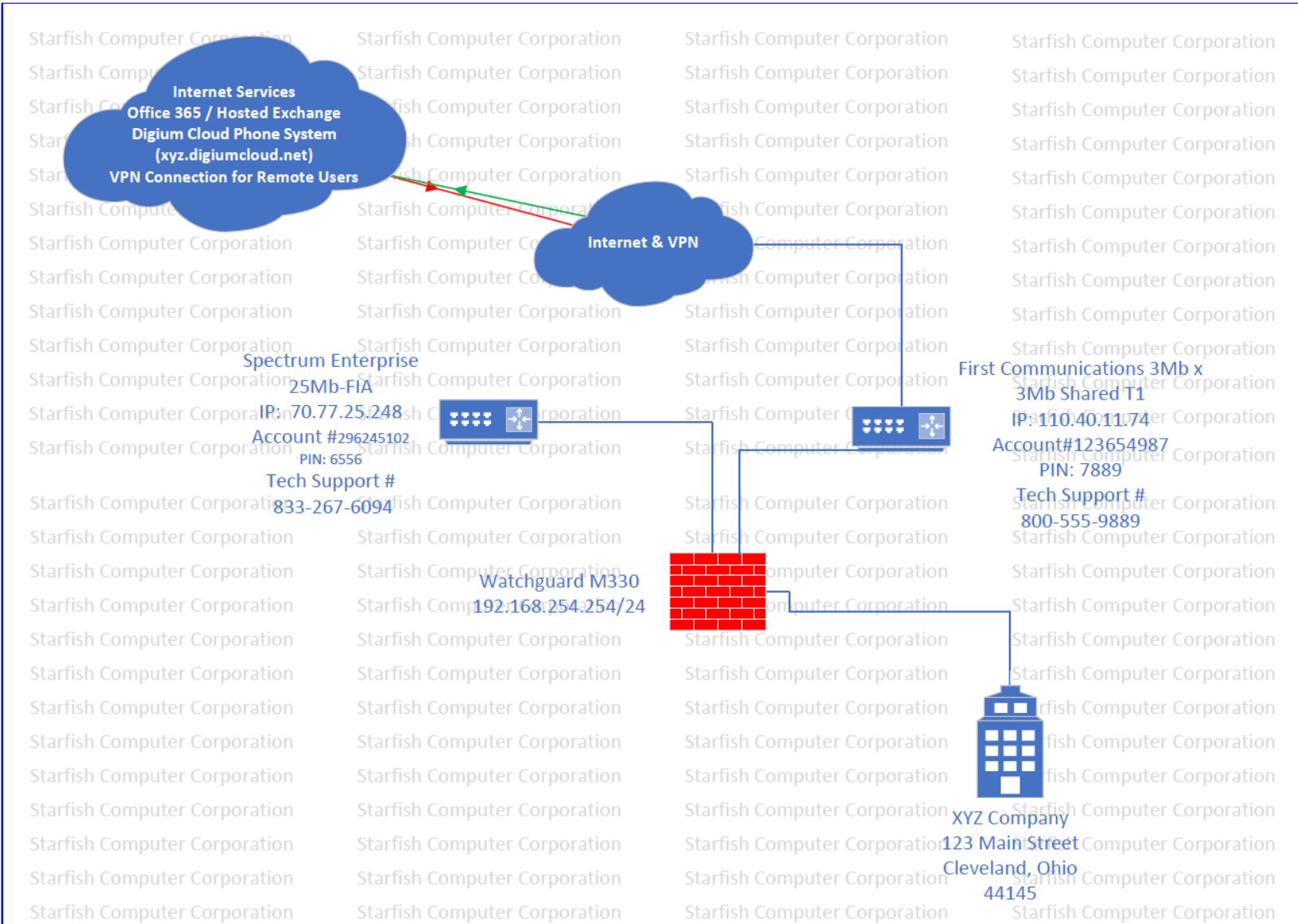
StarfishFCU-(MODEL) SN: ABC123456	DEVICE WEB <a href="#">🔗</a>	MODEL ABC123	CLIENT Starfish Computer FCU	LAST CHECKIN 4 minutes ago	TICKETS 0	OFFSITE 14 TB	LOCAL 44%	⋮
Agent Name	Unprotected	Latest Screenshot	Last Offsite Sync	Last Local Backup	Last 10 Backup Attempts			
Server Name	0 Volumes	16 hours ago	an hour ago	an hour ago	●●●●●●●●●●			
Server Name	0 Volumes	16 hours ago	an hour ago	an hour ago	●●●●●●●●●●			
Server Name	0 Volumes	15 hours ago	an hour ago	an hour ago	●●●●●●●●●●			
Server Name	0 Volumes	15 hours ago	an hour ago	an hour ago	●●●●●●●●●●			
Server Name	1 Volume	15 hours ago	39 minutes ago	39 minutes ago	●●●●●●●●●●			
Server Name	0 Volumes	20 hours ago	an hour ago	an hour ago	●●●●●●●●●●			
Server Name	0 Volumes	15 hours ago	40 minutes ago	40 minutes ago	●●●●●●●●●●			

### Server List: Main Location – Sample Documentation

<b>Server 1</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>Server 2</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>Server 3</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>VMHost 1</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>VMHost 2</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>VMHost 3</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>
<b>Main Branch</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>

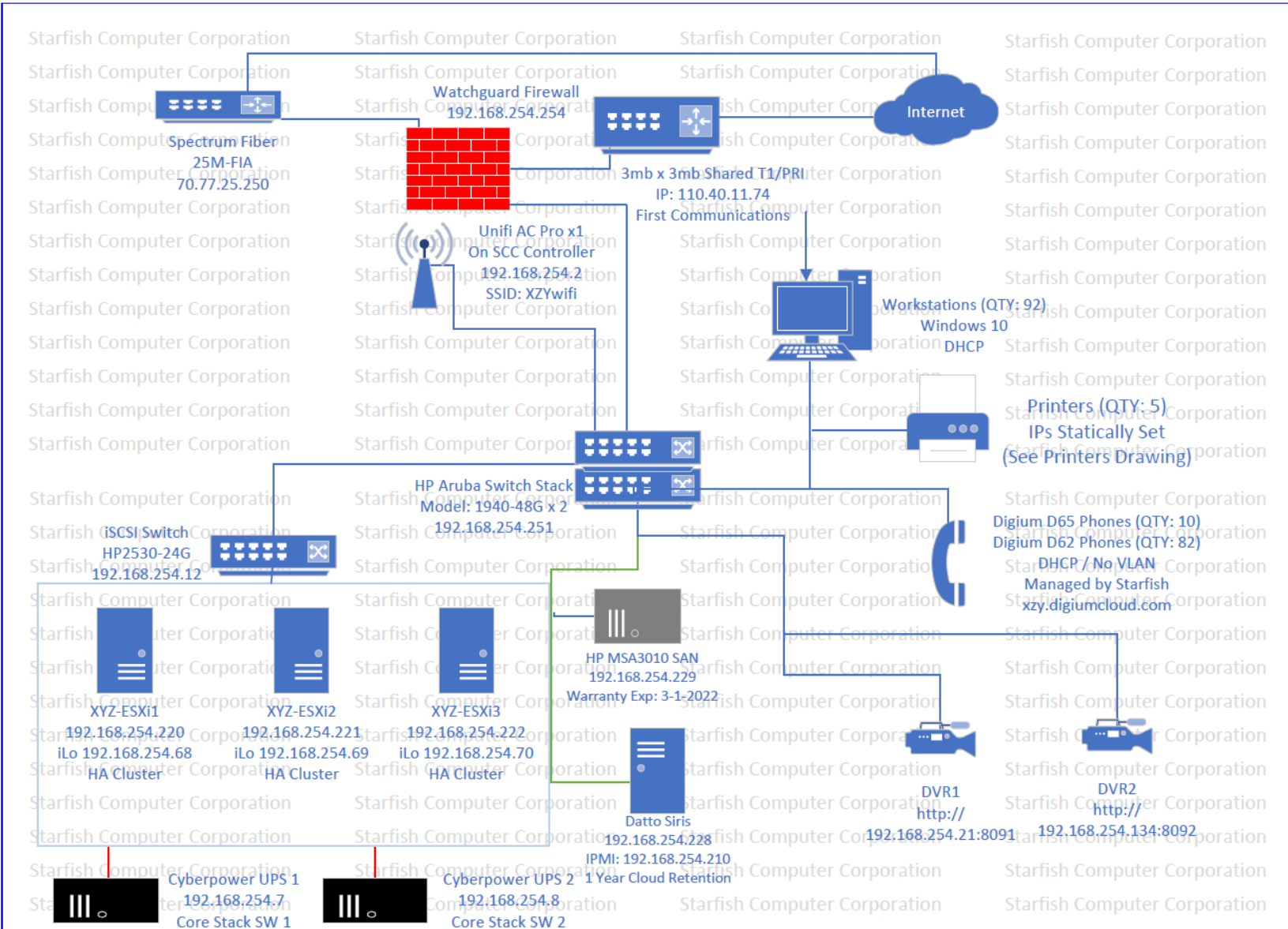
### Server List: Remote Sites – Sample Documentation

2 <sup>nd</sup> Branch	3 <sup>rd</sup> Branch
<b>2<sup>nd</sup> Branch</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>	<b>3<sup>rd</sup> Branch</b> <ul style="list-style-type: none"> <li>• (Function)</li> <li>• (Operating System)</li> </ul>



	Title:	Description:	REVISION #	DATE	JOB ID #
	XYZ Company - WAN		DESIGNED BY Adam Walker	ORIGINAL DATE 9/22/2021	PAGE 1



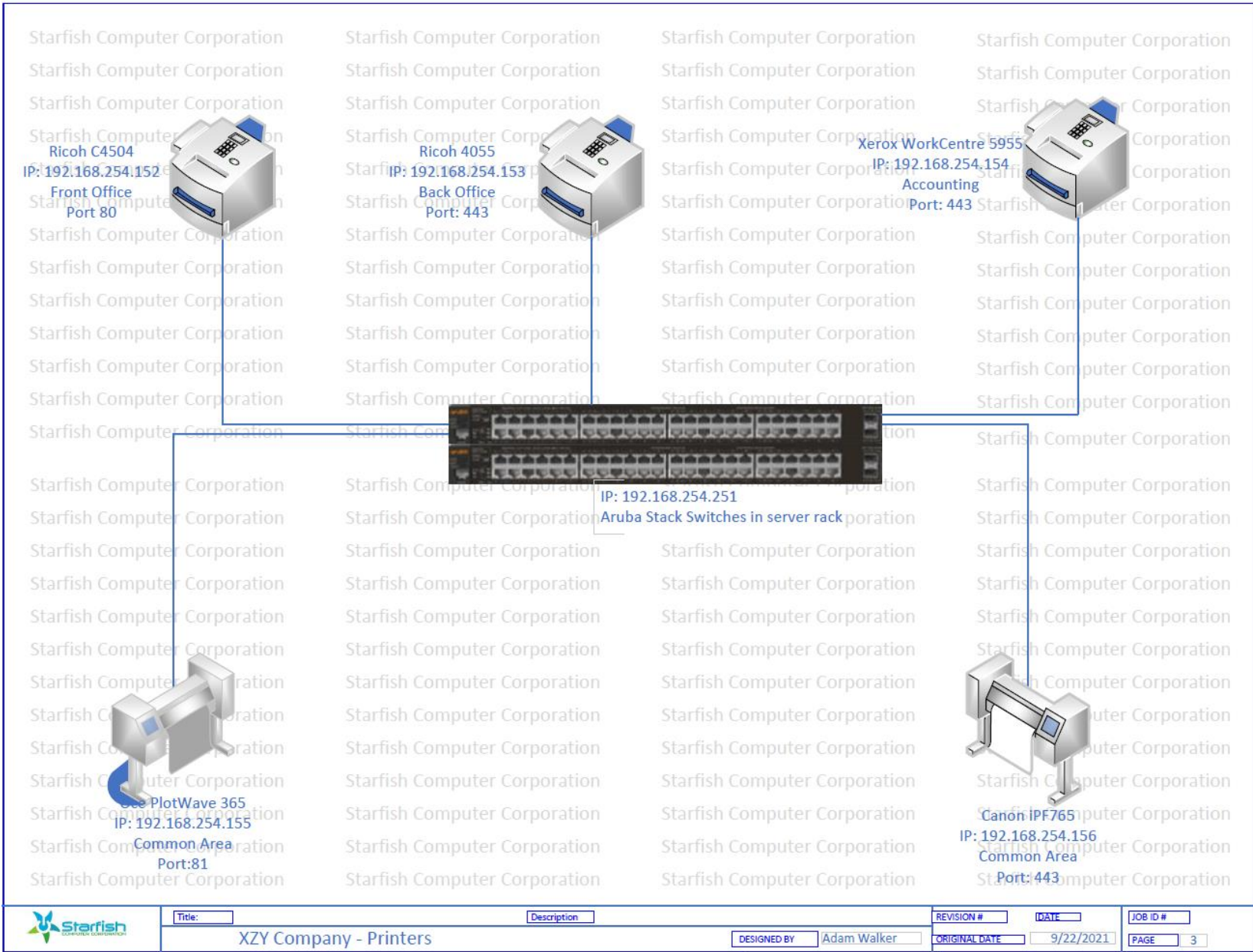


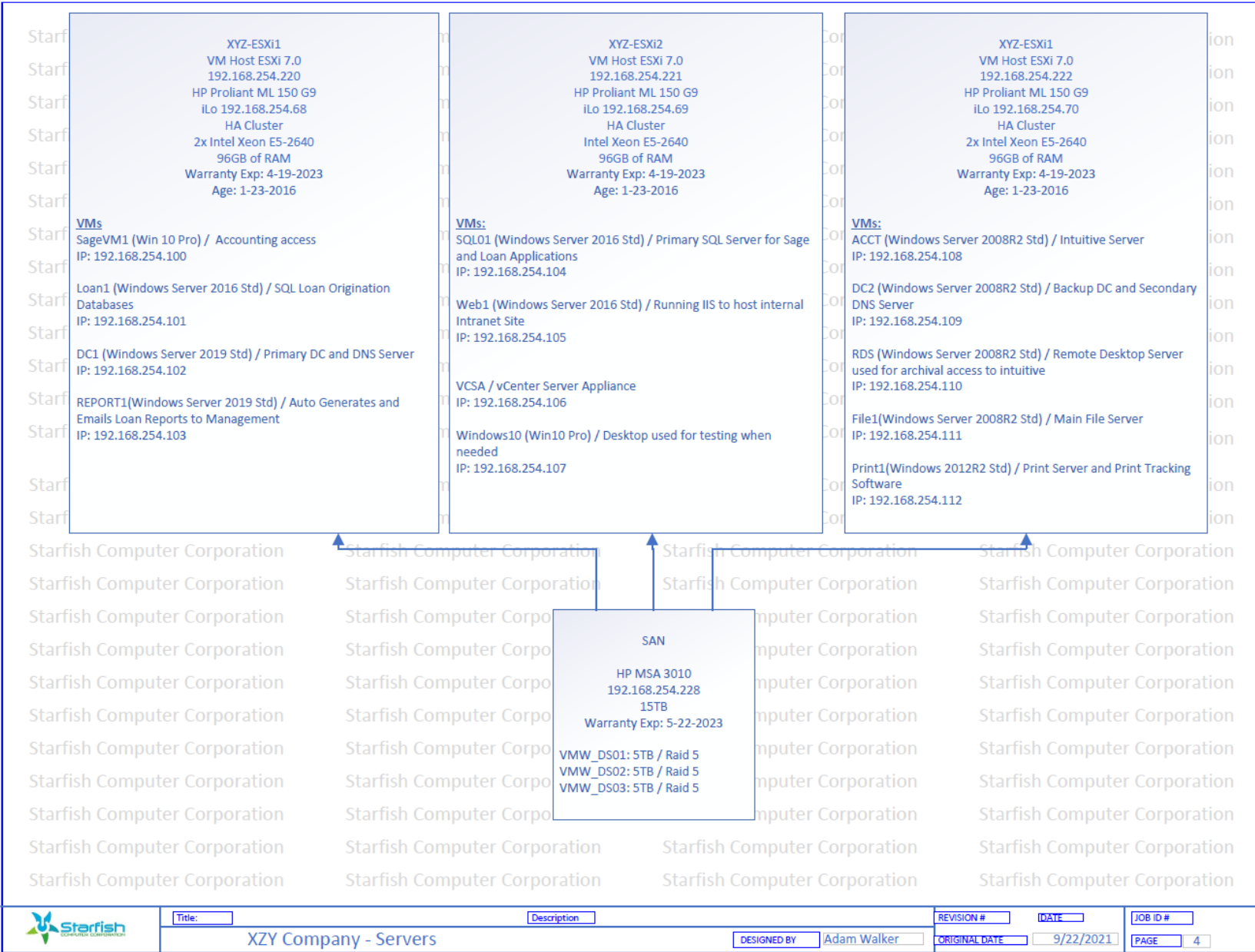
Title:	Description:	REVISION #	DATE	JOB ID #			
XYZ Company - LAN		DESIGNED BY	Adam Walker	ORIGINAL DATE	9/22/2021	PAGE	2

LAN Network Drawing – Sample Documentation

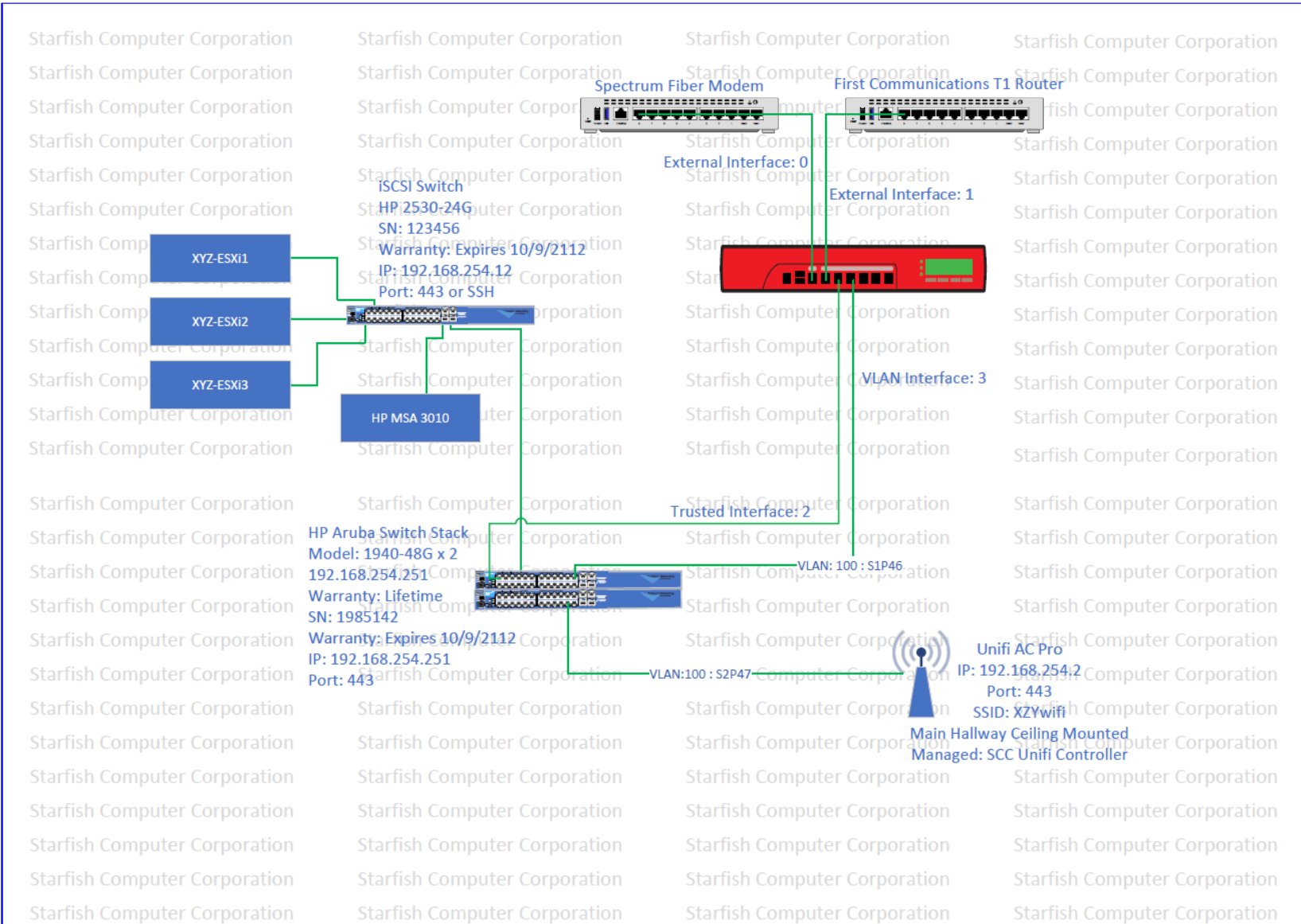


RFP IT Managed Services for  
 City of University Heights  
 PROPRIETARY AND CONFIDENTIAL

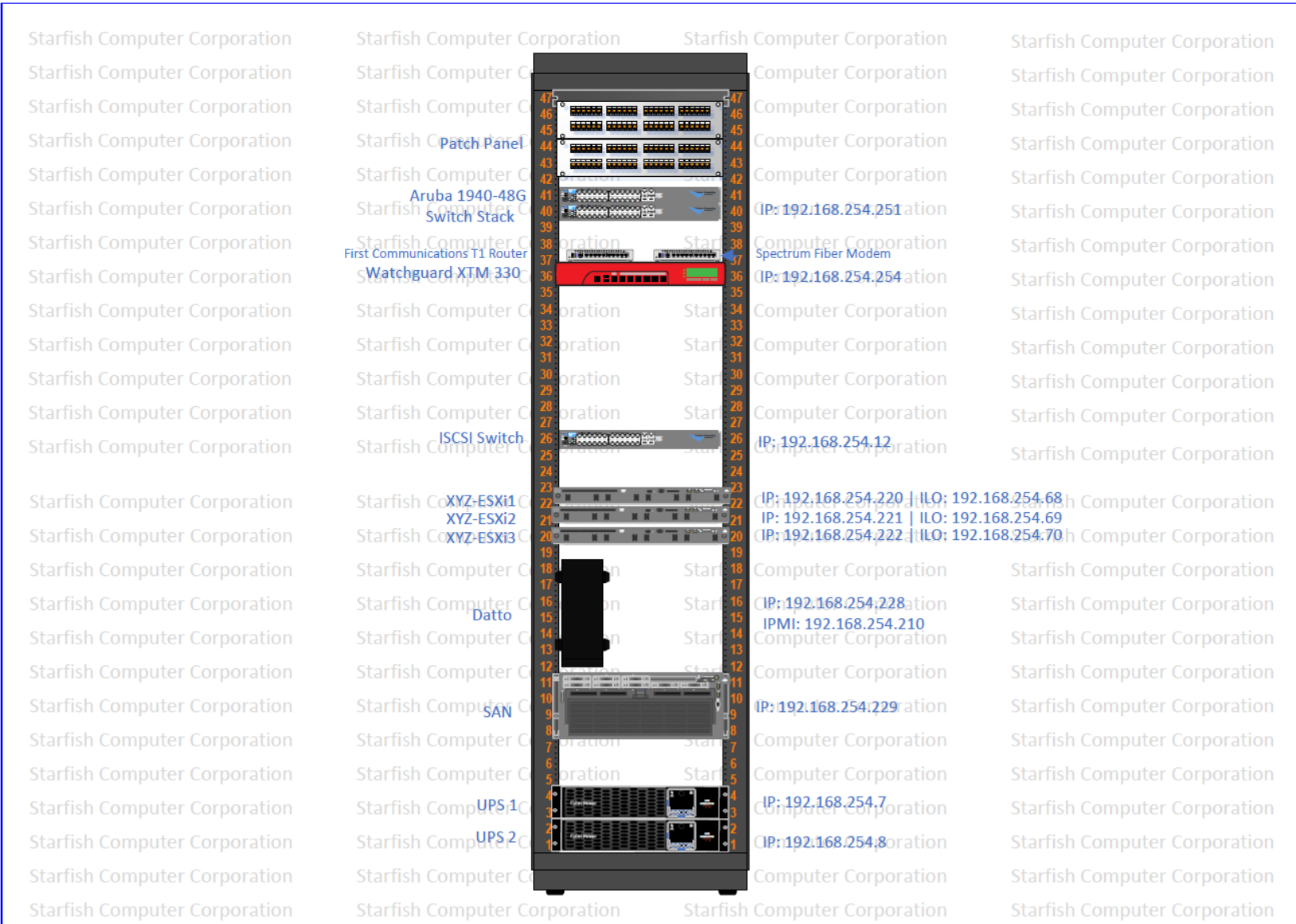




Title:	Description:	REVISION #	DATE	JOB ID #
XYZY Company - Servers		DESIGNED BY	ORIGINAL DATE	PAGE
		Adam Walker	9/22/2021	4



Title:	Description:	REVISION #	DATE	JOB ID #
XYZY Company - Networking		DESIGNED BY Adam Walker	ORIGINAL DATE 9/22/2021	PAGE 5

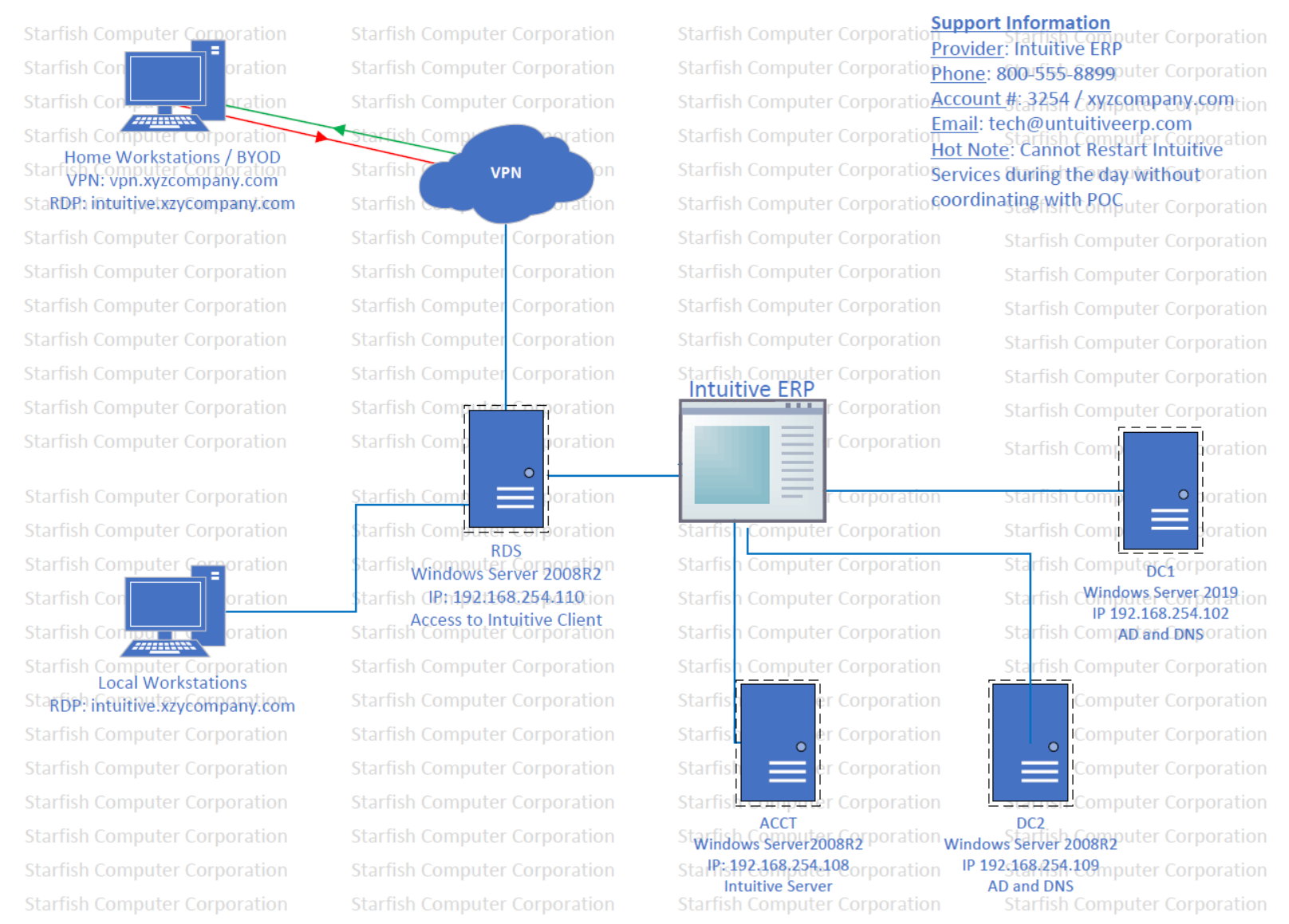


	Title:	Description:	REVISION #	DATE	JOB ID #
	XZY Company – Rack Layout		DESIGNED BY Adam Walker	ORIGINAL DATE 9/22/2021	PAGE 6

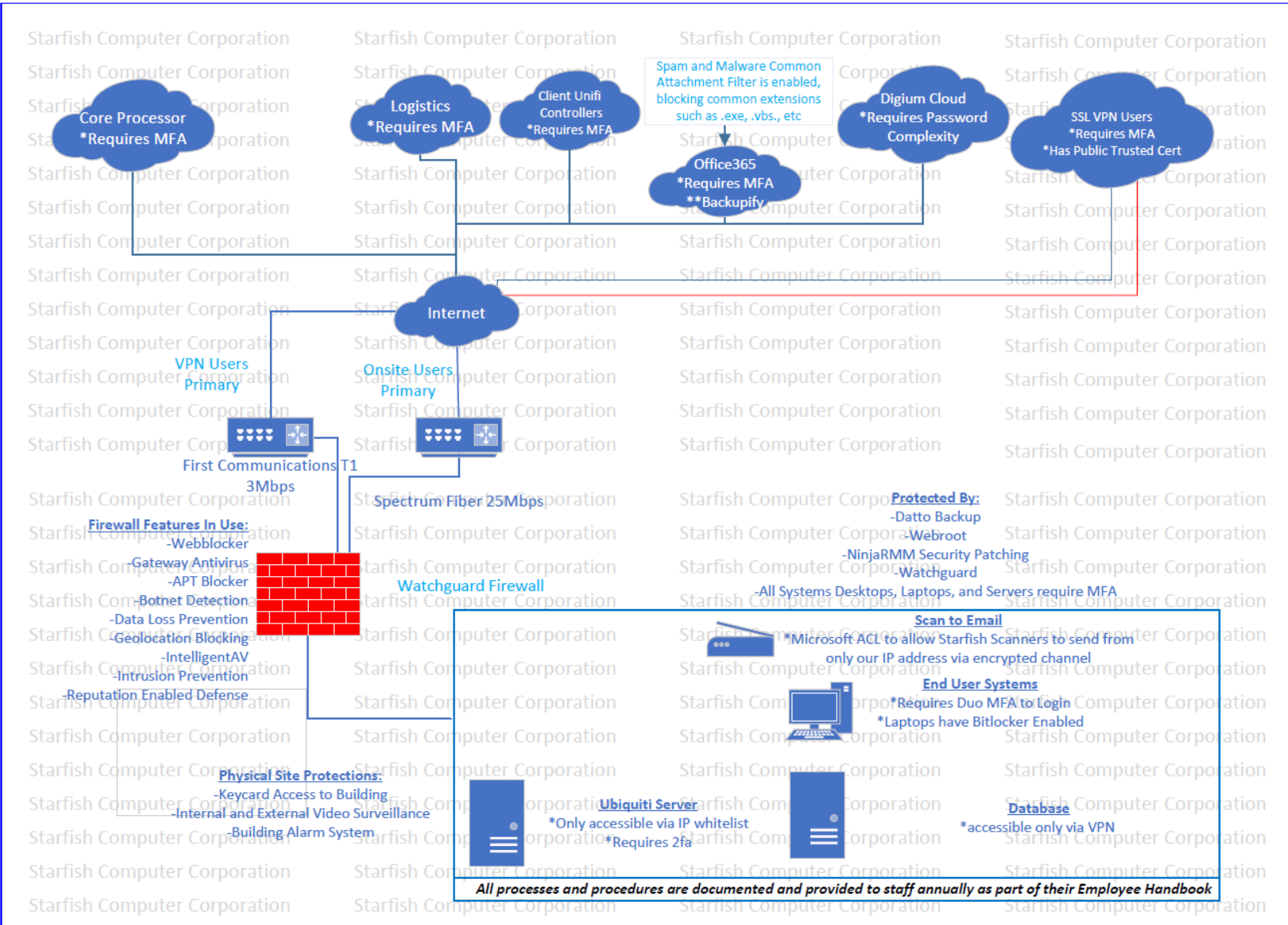




**Support Information**  
 Provider: Intuitive ERP  
 Phone: 800-555-8899  
 Account #: 3254 / xyzcompany.com  
 Email: tech@intuitiveerp.com  
 Hot Note: Cannot Restart Intuitive  
 Services during the day without  
 coordinating with POC



Title:	Description:	REVISION #	DATE	JOB ID #
XZY Company – Line of Business App – Intuitive ERP	DESIGNED BY Adam Walker	ORIGINAL DATE	9/22/2021	PAGE 8



	Title:	Description:	REVISION #	DATE	JOB ID #
	XYZ Company – Security and Services		DESIGNED BY: Adam Walker	ORIGINAL DATE: 9/22/2021	PAGE: 9



## Appendix B: Proof of Insurance

### Certificate of Liability Insurance

<b>ACORD</b>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		OP ID: MP		
				DATE (MM/DD/YYYY) 04/27/2022		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER Schlather Insurance Agency - E 900 E Broad Street Elyria, OH 44035 David M Schlather		CONTACT NAME: <b>Magdalen Palko</b> PHONE (A/C, No, Ex): <b>440-366-1561</b> FAX (A/C, No): <b>440-366-6529</b> E-MAIL ADDRESS: <b>mpalko@schlatherinsurance.com</b> PRODUCER CUSTOMER ID #: <b>STARF-1</b>				
INSURED <b>Starfish Computer Corp</b> <b>24831 Lorain Rd.</b> <b>North Olmsted, OH 44070</b>		INSURER(S) AFFORDING COVERAGE INSURER A : <b>Westfield Insurance Group</b> INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :				
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b>		<b>REVISION NUMBER:</b>		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSE VI/L	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	X	BOP3077457	01/27/2022	01/27/2023	EACH OCCURRENCE \$ <b>2,000,000</b> DAMAGE TO RENTED PREMISES (Ea occurrence) \$ <b>250,000</b> MED EXP (Any one person) \$ <b>5,000</b> PERSONAL & ADV INJURY \$ <b>2,000,000</b> GENERAL AGGREGATE \$ <b>4,000,000</b> PRODUCTS - COM/PROP AGG \$ <b>4,000,000</b>
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	X	BSP3800132	03/26/2022	03/26/2023	COMBINED SINGLE LIMIT (Ea accident) \$ <b>1,000,000</b> BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (PER ACCIDENT) \$ \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ <b>0</b>	X	BSP3800132	03/26/2022	03/26/2023	EACH OCCURRENCE \$ <b>5,000,000</b> AGGREGATE \$ <b>5,000,000</b> \$ \$
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	BOP3077457	01/27/2022	01/27/2023	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ <b>1,000,000</b> E.L. DISEASE - EA EMPLOYEE \$ <b>1,000,000</b> E.L. DISEASE - POLICY LIMIT \$ <b>1,000,000</b>
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) <b>Certificate holder is listed as Additional Insured.</b>						
<b>CERTIFICATE HOLDER</b>				<b>CANCELLATION</b>		
FOR INFORMATION ONLY AS EVIDENCE OF INSURANCE				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.		
				AUTHORIZED REPRESENTATIVE <i>Magdalen E. Palko</i>		



Certificate of Cyber Security Insurance

<b>ACORD CERTIFICATE OF LIABILITY INSURANCE</b>	DATE (MM/DD/YY) 06/28/22
---	-----------------------------

<b>PRODUCER</b>  Drawbridge Insurance Services, LLC dba TechRisks.com 2329 Orchard Hill Cir Warrington, PA 18976	THIS CERTIFICATE ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.  <b>INSURERS AFFORDING COVERAGE</b>
<b>INSURED</b>  STARFISH COMPUTER CORPORATION 24831 Lorain Road North Olmsted, OH 44070	<b>INSURER A:</b> USLI Mount Vernon Fire Insurance Company <b>INSURER B:</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b>

**COVERAGES**  
 THE POLICES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INS LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXP DATE (MM/DD/YY)	LIMITS	
	<b>GENERAL LIABILITY</b> <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC				EACH OCCURRENCE GENERAL AGGREGATE PRODUCTS COMPLETED OPS PERSONAL INJURY ADVERTISING INJURY PREMISES DAMAGE LIMIT MEDICAL EXPENSES LIMIT	
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____ <input type="checkbox"/> _____				COMBINED SINGLE LIMIT (Ea Accident) BODILY INJURY (per person) BODILY INJURY (per accident) PROPERTY DAMAGE (Per accident)	
a.	<b>PROFESSIONAL / CYBER LIABILITY</b> <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS MADE  <input checked="" type="checkbox"/> DEDUCTIBLE: \$10,000 <input type="checkbox"/> RETENTION	PT 2000754	01/01/22	01/01/23	EACH OCCURRENCE AGGREGATE	\$5,000,000 \$5,000,000
	<b>WORKERS' COMP AND EMPLOYER'S LIABILITY</b>				<input type="checkbox"/> WC Statutory Limits <input type="checkbox"/> Other E.L. EACH ACCIDENT E.L. DISEASE -EA EMPLOYEE E.L. DISEASE -POLICY LIMIT	

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS:  
  
 This USLI policy has blanket additional insured status.

<b>CERTIFICATE HOLDER</b> [N] <b>ADDITIONAL INSURED AND LOSS PAYEE:</b> INSURER LETTER: <b>B</b> <b>CANCELLATION</b>	SHOULD ANY OF THE ABOVE-DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.  <b>AUTHORIZED REPRESENTATIVE</b> <i>Michael Kihn</i>
--	---

## Certificate of Ohio Workers' Compensation Insurance

<b>Ohio</b>	<b>Bureau of Workers' Compensation</b>	30 W. Spring St. Columbus, OH 43215
<b>Certificate of Ohio Workers' Compensation</b>		
<p>This certifies that the employer listed below participates in the Ohio State Insurance Fund as required by law. Therefore, the employer is entitled to the rights and benefits of the fund for the period specified. This certificate is only valid if premiums and assessments, including installments, are paid by the applicable due date. To verify coverage, visit <a href="http://www.bwc.ohio.gov">www.bwc.ohio.gov</a>, or call 1-800-644-6292.</p>		
This certificate must be conspicuously posted.		
Policy number and employer 01200142	Period Specified Below 07/01/2022 to 07/01/2023	
STARFISH COMPUTER CORPORATION 24831 LORAIN RD NORTH OLMSTED OH 44070-2082		
<a href="http://www.bwc.ohio.gov">www.bwc.ohio.gov</a> Issued by: BWC		
Administrator/CEO		
You can reproduce this certificate as needed.		

<b>Ohio Bureau of Workers' Compensation</b>	
<b>Required Posting</b>	
<p>Section 4123.54 of the Ohio Revised Code requires notice of rebuttable presumption. Rebuttable presumption means an employee may dispute or prove untrue the presumption (or belief) that alcohol, marihuana or a controlled substance not prescribed by the employee's physician is the proximate cause (main reason) of the work-related injury.</p>	
<p>The burden of proof is on the employee to prove the presence of alcohol, marihuana or a controlled substance was not the proximate cause of the work-related injury. An employee who tests positive or refuses to submit to chemical testing may be disqualified for compensation and benefits under the Workers' Compensation Act.</p>	
<b>Ohio</b>	<b>Bureau of Workers' Compensation</b>
You must post this language with the Certificate of Ohio Workers' Compensation.	

## Appendix C: Key Employee Resumes

### Tim Seiple Resume

<b>Timothy G. Seiple</b>	
<a href="mailto:seipletimothy@gmail.com">seipletimothy@gmail.com</a>	H: 440-740-0653
8970 Crooked Creek Lane, Broadview Heights, Ohio 44147	M: 440-570-5601
<hr/>	
<b>Summary of Qualifications/Experience</b>	
Advertising, Marketing, Communications and Operations Executive with 43+ years' experience as a strategic partner with clients and as a member of Executive Management Teams. Leader with a track record of building and growing successful companies, driving revenue and profit, realizing operational efficiencies and increasing shareholder/stakeholder value.	
<ul style="list-style-type: none"> <li>• Brand Strategy</li> <li>• Operations Management</li> <li>• Strategic Marketing Planning</li> <li>• Advertising</li> </ul>	<ul style="list-style-type: none"> <li>• Digital &amp; Interactive Marketing</li> <li>• Audience Segmentation &amp; Analysis</li> <li>• Public Relations</li> <li>• Paid, Owned, Earned Media Strategy</li> </ul>
<hr/>	
<b>Professional Experience</b>	
<hr/>	
<b>Starfish Computer Corporation</b> , North Olmsted, OH	<b>2018-Present</b>
<i>Customized IT design, management, and support services for business</i>	
➤ <b>General Manager</b> (2018-Present)	
<ul style="list-style-type: none"> <li>• Operational management responsibilities reporting to the President               <ul style="list-style-type: none"> <li>• Benefits management</li> <li>• Human Resources recruiting and management</li> <li>• Budgeting</li> <li>• Strategic planning</li> <li>• Department management</li> </ul> </li> <li>• Sales and marketing               <ul style="list-style-type: none"> <li>• Management of sales team</li> <li>• Management of outside marketing vendors and services</li> <li>• Strategic and tactical marketing planning and execution</li> <li>• Event coordination and management</li> <li>• Copywriting (website, blogs, newsletters, emails, etc.)</li> </ul> </li> </ul>	
<b>ST&amp;P Marketing Communications</b> , Fairlawn, OH	<b>2017-2018</b>
<i>Sales incentive and data analytics marketing and advertising agency</i>	
➤ <b>Chief Operating Officer</b> (2017-2018)	
<ul style="list-style-type: none"> <li>○ Handled the duties of Chief Operating Office in an interim capacity as the agency was transitioning ownership and business focus</li> </ul>	
<b>THE ADCOM GROUP, INC.</b> , Cleveland, OH	<b>1999-2017</b>
<i>Full service, marketing communications and advertising agency, brand consultancy</i>	
➤ <b>Chief Operating Officer – The Adcom Group, Inc.</b> (2013-Present)	
➤ <b>Chief Operating Officer – Adcom Communications, Inc.; Optiem, LLC; UpperCut Motion &amp; Sound, LLC</b> (2008-2012)	
➤ <b>President – Adcom Communications, Inc.</b> (2003-2007)	
➤ <b>Executive Vice President – Adcom Communications, Inc.</b> (2000-2002)	
➤ <b>Vice President, Account Service – Adcom Communications, Inc.</b> (1999-2000)	
<ul style="list-style-type: none"> <li>• Generated top-line and bottom line revenue growing the agency from twenty-four to one hundred forty three employees</li> <li>• Achieve gross income/gross profit targets annually – personally (team) and collectively</li> <li>• Manage overall business operations:               <ul style="list-style-type: none"> <li>○ Finance – team of four                   <ul style="list-style-type: none"> <li>▪ Accountant supervision and management</li> </ul> </li> </ul> </li> </ul>	

- Banking relationship supervision and management
  - Agency departmental budget supervision and quarterly P/L review
  - Financial reporting supervision
  - Financial improvement reporting supervision
- Benefits and Insurance – team of four
  - Benefits negotiations and supervision
  - Corporate insurance negotiations and supervision
  - HR policies and procedures
  - 401k Management and overall compliance, plan assets of \$5,095,356
- Outside Legal Counsel Supervision and Management
- Traffic – team of five
  - Agency management software management
  - Broadcast trafficking supervision
  - Digital trafficking supervision
  - Creative development trafficking supervision
- IT – team of three
  - Oversee budget and operations agency wide
  - Develop needs assessment and budget annually
- Operations and Administrative Support – team of six
  - Clerical and administrative support for the agency and its executives
  - Building management and maintenance supervision
  - Oversee corporate culture efforts
- Provide clients with strategy and execution in the areas of research and insights, branding, creative, public relations, social media, experiential marketing, media, broadcast and digital production, direct, search, digital and interactive and content marketing
- Current category experience includes materials sciences, financial services, consumer products, consumer services, specialty consumer products, wireless systems and consulting, regional air travel, gaming, industrial products manufacturing and distribution, international shipping and private equity
- Incubated Optiem in Adcom Communications and spun it off as a separate LLC
- Incubated UpperCut Motion and Sound in Adcom Communications and spun if off as a separate LLC
- Negotiated and executed the purchase of Landau Public Relations as a subsidiary of Optiem, LLC
- Coordinated and executed the merger of four companies into The Adcom Group, Inc.
- Created agency-wide performance reporting and instituted monthly distribution to agency leadership resulting in improved profitability

**HASELOW MARKETING COMMUNICATIONS, INC.,** Cleveland, OH **1985-1999**

*Full service, business-to-business, marketing communications and advertising agency*

- **Executive Vice President** (1994-1999)
- **Vice President, Account Service** (1992-1993)
- **Client Resources Manager** (1990-1991)
- **Account Executive** (1988-1990)
- **Production Manager, Traffic Manager, Media Planner and Buyer** (1985-1987)

**HKM DIRECT MARKET COMMUNICATIONS, INC.,** Cleveland, OH **1980-1985**

*Full-service printing, direct marketing, direct mail and fulfillment company*

- **Manager, Customer Service & Inside Sales Department** (1982-1985)
- **Customer Service & Inside Sales Representative** (1980-1982)

**Education**

**BBA, Concentrations in Marketing and Music**, Baldwin-Wallace College (now Baldwin-Wallace University), Berea, OH



Patrick Hanrahan Resume

**PATRICK HANRAHAN**

9026 Huxley Lane, Olmsted Township, OH 44138  
Phone: (440) 829-0636 E-Mail: Patrick.Hanrahan.T@gmail.com

**SUMMARY**

Sales professional with a documented track record of success within Business-to-Business and Business-to-Consumer industries as a member of IT Professional Services, Professional sports/entertainment (NFL/MLB), Healthcare, SaaS and home remodeling organizations.

**PROFESSIONAL EXPERIENCE**

**Starfish Computer Corporation** **June 2019 – Present**

- *Director of Account Management* – (January 2022 – Present)
  - Direct and oversee the Account Management and Sales Teams responsible for managing, maintaining, and upselling existing client accounts.
  - Responsible for all Sales and Marketing operations, including Revenue Growth, Customer Acquisition and Retention, Lead Generation, and Marketing Strategy Campaign Development.
  - Responsible for hiring, training, and developing Sales/Account Management Team members.
  - Develop and implement strategies for company revenue growth and short/long term client acquisition, retention, and growth.
- *IT Managed Services Account Manager* – (June 2019 – December 2021)
  - Responsible for all Sales and Marketing operations, including Revenue Growth, Customer Acquisition and Retention, Vendor/Partner Management, Lead Generation, and Marketing Campaign Development.
  - Worked cross-departmentally with Sales, Marketing, and Engineering to ensure client satisfaction and discover new business opportunities within existing clients.
  - Built and nurtured long-lasting relationships with clients by providing remote and on-site support, including the management of all partners/manufacturers/vendors used by the client.
  - Continuously monitor all service agreements and contracts – revenue exceeding \$4M annually.

**OnShift – Area Sales Manager** **May 2018 – June 2019**

- Provided customizable labor management and employee engagement solutions, negotiated contract terms, and executed billing for Long Term Care and Senior Living Communities in CA, NV, and HI.
- Cultivated relationships and developed sales strategies with corporate partners to identify potential customers by conducting on-site appointments, attending trade shows and cold calling techniques.

**Independence Medical a Cardinal Health Company** **January 2017 – May 2018**

- *Regional Account Manager* – (July 2017 – May 2018)
  - Acquired, managed, and serviced 350+ buying accounts generating more than \$400k/MTH - \$4.8M/YR.
  - Prospected and initiated communication with potential customer, created and presented customized solutions, negotiated contract terms and conditions, billing, credit support, as well as any additional customer service or account management requests as needed.
  - Controlled account profitability through price point and contract negotiation with manufacturers.
- *Account Manager* – (January 2017 – June 2017)

Email: Patrick.Hanrahan.T@gmail.com

Phone: (440) 829-0636





- Responsible for revenue and margin growth goals which were obtained by developing strong customer relationships and helping customers grow their business.
- Qualified new business opportunities while providing customer service to 175+ buying accounts.
- Prospected new business by cold calling practices and lead follow up.
- Worked with C-Level executives on business efficiency and profitability.

**Park Place Technologies**

**October 2015 – January 2017**

- *Account Manager* – (April 2016 – January 2017)
- *Business Development Associate* – (October 2015 – April 2016)
  - Responsible for being the main point of contact for service incidents and crisis escalation, pricing and billing, contract execution, and account maintenance.
  - Prospected and negotiated with C-Suite Executives to acquire and expand business relationships by conducting conference calls, on-site appointments and in-person tours of our Global Service Center.

**Window Nation – Exterior Design Specialist**

**January 2015 – September 2015**

- Generated over \$658,000 in gross revenue through the sales of premium windows, entry/patio/sliding glass doors, vinyl siding and complement products to complete all remodeling projects.
- Completed initial customer communication and acquisition, product selection and purchase, and oversaw installation and post installation service and maintenance.
- Oversaw the completion of financial transactions, executed contracts and addendums, completed billing and payment collection, and assisted with post installation product alterations and repairs.

**Cleveland Browns – Season Sales Representative**

**April 2013 – December 2014**

- Generated over \$430,000 in New Business Revenue while executing contracts, billing, and collection for first year Season Ticket Holders, Group Outings and Single Game Suite Clients.
- Responsible for generating new business accounts through in game visits/prospect sampling, concourse sales tables, industry trade shows, conventions, and networking events.

**Pittsburgh Pirates – Inside Sales Representative**

**June 2012 – March 2013**

- Completed 9-month Inside Sales Program at 101% (\$101,155) of New Business Revenue Goal through the sales of Season Tickets (Full, Half, 20-Game, and 10-Game plans), Group Outings, and Luxury Suites.
- Created custom programs for perspective group customers, single game buyers, event attendees, local clubs and organizations, companies, and general Pirates fans to generate revenue and repeat business.

**EDUCATION**

**Youngstown State University – Youngstown, OH**

**Graduated 2021 – 4.00/4.00 GPA**

Master of Business Administration – *Specialization: Leadership*

**Ohio University – Athens, OH**

**Graduated 2012 – 3.52/4.00 GPA**

Bachelor of Business Administration – *Major: Marketing*

Bachelor of Science in Sport Sciences – *Major: Sports Administration and Management*

Email: Patrick.Hanrahan.T@gmail.com

Phone: (440) 829-0636



Adam Walker Resume

<b>Adam Walker</b>		
<b>Certifications</b>		
<ul style="list-style-type: none"> <li>• Microsoft Certified Professional</li> <li>• Microsoft Certified Technology Specialist (MCTS)</li> <li>• WatchGuard Certified System Professional</li> <li>• Citrix Certified Administrator for Citrix XenApp 6</li> <li>• Citrix Certified Administrator for Citrix XenServer Enterprise Edition 5</li> <li>• APS – HP ProLian ML/DL/SL Servers</li> <li>• Avaya AIPS Certification</li> <li>• HP FlexNetwork Solutions</li> <li>• Datto Advanced Technician</li> <li>• Digium – Switchvox Support Engineer</li> <li>• VMware VSP-SV (Servicer Virtualization 5.5)</li> <li>• Microsoft 365 Certified: Modern Desktop Administrator Associate</li> </ul>		
<b>Special Skills</b>		
Experience with: Virtualization – Citrix Xenserver, VMware Server, and Microsoft Virtual Server Technologies <ul style="list-style-type: none"> <li>• Data Backup and Restoration (DATTO, EMC Retrospect, Backup Exec and Storage Craft)</li> <li>• Operating Systems from Windows NT4 to Windows Server 20012 R2</li> <li>• Computer Repair and Maintenance</li> <li>• Printers, Smart Phones, Blackberries, Projectors; general repair of electronics</li> <li>• Management of Cell Phones, including Repair, new lines, billing, and usage tracking</li> <li>• Cabling/Electrical Work – Network cables, RG6, analog phone punch down blocks</li> <li>• Microsoft Office 2000, XP, 2003, 2007, 2010, and 2013 / Mac Office 2009 and 2011</li> <li>• Wireless Network Security, Wifi Bridges, Central WAP Management</li> <li>• Firewall Setup (Watchguard, Linksys, Cisco, SonicWall, Netgear, pfSense)</li> <li>• Working with customers at local and remote locations</li> <li>• Server Technologies including Exchange 2003, 2007, 2010, and 2013, Active Directory, Blackberry Enterprise Server, Terminal Services, Backup Exec, Symantec Endpoint Protection and AVG</li> <li>• Phone Systems: Altigen, Avaya, Digium, Nortel, and Talkswitch</li> <li>• Cabling – Phone, Network, Coax, Electrical</li> <li>• Server Upgrades and Migrations</li> <li>• Deployment Planning and Management</li> <li>• Mac OSX and Xserve's</li> <li>• Virtual Desktop and Application Delivery</li> </ul>		
<b>Experience</b>		
<b>Starfish Computer Corporation</b> R.J. Arhar – 440-808-0468	24831 Lorain Rd, North Olmsted, Ohio, 44070	8/11/2009 – Present
<b>Director of Technology</b>		
<ul style="list-style-type: none"> <li>• Design, implement and support on premise and cloud technology</li> <li>• Offsite backups and disaster recovery management</li> <li>• Technical operations interruption, i.e., power outages, internet interruption, etc.</li> <li>• Cybersecurity</li> <li>• Network Documentation</li> <li>• Research and recommendation of new technologies</li> <li>• 3rd level engineering escalation point for helpdesk issues and projects</li> </ul>		



- Training of all new team leads / 3<sup>rd</sup> level engineers
- Consultant to Key Accounts
- Running of prospective client's network assessments
- Technical sales engineering
- Creation of technical audits and reports
- Coordinate training requirements and for engineering and support teams

**Operations Manager**

- Oversee project management, planning, and timeline to completion
- Improve the systems, processes, and policies of the company to promote increased efficiency
- Management of Human Resources
- Certification Planning and Management
- Project Strategizing
- Managing End User and Third Part Relations
- Resolve Customer Complaints/Concerns
- Responsible for Quoting, Selling, Purchasing and Receiving of Orders
- Travel to customer sites to provide quarterly network reviews
- Employee Training
- Management of Internal Network and Facility
- Accountable for all Service Tickets, timely resolution, and solution planning
- Project Review

**Sr. Network Engineer**

- End user support for all clients
- Network Design and planning
- Remote Management of 115 Servers and 430 PCs throughout our client base
- Battery Backup Testing and Deployment
- Active Directory Migrations Win 2000 > 2003 > 2008 > 2008R2
- Exchange Migrations 2003 > 2007 >2010 >2013
- Mass PC Deployments, via Symantec Ghost, Acronis, and Windows Deployment Server
- Data Recovery and Archiving
- Deployment of Server Technologies such as Symantec Antivirus, AVG, Symantec Backup Exec, Storage Craft, XenApp 2.0, XenApp 3.0, XenApp 6.0, XenApp 6.5, Peachtree, and QuickBooks.
- XenServer Deployment and Physical to Virtual Conversions
- Stepped in as the lead IT contact for 6 months at a school district of roughly 500 to 700 users (including teachers and student accounts) due to the untimely passing of their in-house IT person. During this time, I managed the day-to-day operations and problems of the computer systems for their environment.
- Deployment of Wireless Networks, including Bridge and Central Management setups
- Watchguard Firewall deployment, and site to site vpn setups
- ISP Modem / Router configuration and DNS Record Management
- Spyware and Virus Removal
- Thin client deployment for Citrix Environments and Factory Specific Applications

**Education**

**University of Toledo – Bachelor of Science: Computer Science and Engineering Technology**

**Lorain County Community College – Associates of Applied Science: Electrical Engineering / Computer Maintenance and Networking**

**References – Available on request**



Christopher Abbott Resume

## Christopher Abbott

Parma, OH  
<https://www.linkedin.com/in/chris-abbott-5b02739>

440.539.5616  
cabbott2005@gmail.com

### PROFESSIONAL SUMMARY

Over 12yrs experience working with Managed IT Service Provider companies. Have been involved with the design, implementation, and maintenance of over 75 client environments. Responsibilities include management and training of approximately 14 team members including field technicians and helpdesk members, top tier escalation, scheduling, candidate selection, assist Project Manager with project progression and implementation, as well as regularly meeting with management team to design/modify internal processes for improvement. Excels at problem solving and resolution. Diligently work to build strong relationships and instill trust amongst clients.

### TECHNICAL SKILLS

**Operating Systems:** Windows Server 2019 - 2003, Windows 10 - XP, thin clients and some Linux experience  
**Server Roles:** Domain Controller (Active Directory, DNS, DHCP, DFS, Group Policy, Login Scripts), Exchange Server 2010 - 2003, Office 365, SQL Server 2012 - 2003, RDS/Terminal Server, File & Print Server, Backup Servers  
**Firewalls:** Watchguard, Sonicwall and Barracuda  
**Virtualization:** Vmware ESXi (Vcenter, Clustering, Failover), Hyper-V, Microsoft Azure  
**Backup Solutions:** Veeam, CA Arcserve, Symantec Backup Exec, Windows Backup, Cloud Solutions  
**Switches:** HP, Dell, Ubiquiti  
**Barracuda Products:** Backup, Essentials (Spam, Archiving, O365 backup), Sentinel, Phishline, CloudGen Firewall  
**Phone Systems:** Digium, ShoreTel, Mitel  
**Software:** Microsoft Office applications, ConnectWise Manage and Automate, IT Glue

### PROFESSIONAL EXPERIENCE

**Starfish Computer Corporation - Level III Engineer** 09/2020 - Present

- Team Lead for support engineers, including escalation, mentoring and training
- Provide top-level technical assistance and direction to the teams for problem identification and resolution ensuring the highest level of service and support provided to customers
- Assist in designing and writing of How-to documentation
- Review and implement new technologies for clients and internal systems
- Assist with automation within Remote Monitoring and Management software
- Complete and remediate software, security and compliance audits
- Configure and deploy equipment for clients

**Accellis Technology Group - Manager of Engineering Services** 06/2019 – 09/2020

- Manage 14 field engineering and remote support engineers, including mentoring and training
- Provide top-level technical assistance and direction to the teams for problem identification and resolution ensuring the highest level of service and support provided to customers
- Oversee effective utilization and collaboration of team resources including remote support, field engineering, security, account managers, central services, project management and sales
- Schedule field engineering to ensure proper coverage for on-site visits, project management and client on and offboarding
- Manage 15+ client relationships to develop technology roadmaps and ensure risks are identified, communicated, and mitigated and that services and projects are delivered successfully
- Assist in designing and writing Standard Operating Procedures and How-to documentation
- Review and implement new technologies for clients and internal systems
- Assist with automation within Remote Monitoring and Management software
- Complete and remediate software, security and compliance audits

**Accellis Technology Group - Service Manager**

09/2015 – 06/2019

- Managed over 30 client environments and relationships
- Developed Technology Roadmap and/or Quarterly Business Reviews with clients
- Served as escalation point for engineering team
- Designed, quoted and implemented infrastructure upgrades and new technologies
- Partnered with Barracuda board of advisors to beta test and design interface layouts
- Configured and deployed firewalls with content, geo and application filtering
- Implemented HP, Dell and Ubiquiti switches and Ubiquiti Unifi Access Points

**All Covered (formerly Thinsolutions) - System Engineer**

09/2009 – 09/2015

- Provided network administrator level support for multiple clients onsite and remotely with up to 600 users with multiple sites in different fields including law offices, medical facilities, manufacturing, service, distribution, and electrical contractors
- Served as escalation point for the support desk
- Designed and completed multiple system upgrades from 2003 Server to 2008 and 2012 Server; migrated SBS 2003 to SBS 2008 and SBS 2011
- Virtualized entire and partial infrastructures using VMware ESXi utilizing SAN storage
- Designed Active Directory scheme using structured OU's and security groups
- Maintained Exchange servers including user mailboxes, archive mailboxes, transport settings, send connectors; troubleshoot mail flow and corrected problems
- Designed and implemented Group Policy to lockdown computers, set drive mappings, printer deployment, software deployment, lock unattended computers
- Configured firewalls for ingress and egress traffic, content filtering, logging and reporting
- Designed and configured backup and or disaster recovery solutions using Veeam, CA Arcserve, Symantec Backup Exec and Cloud Offerings
- Configured wireless systems such as Watchguard Access Points, Sonicwall SonicPoints, and Cisco 541N, 551N, 651N in clusters
- Setup and deployed HP switches and configured VLANs
- Planned, designed and setup additional or new sites for clients
- Implemented and supported ShoreTel phone systems

**EDUCATION**

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**ITT of Strongsville, OH**

Associates Degree in Information Technology Computer Networking Systems  
Graduated with a 3.96 GPA and Highest Honors

**CERTIFICATIONS**

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- Network+
- Microsoft Certified Professional (70-411) 4/2016
- ShoreTel Certified Implementation Specialist – UC (version 14) (Basic and Advanced certification)
- Barracuda: Certified Engineer, Essentials Security Product Specialist, NextGen Firewall F Certified Engineer, Certified Sales Partner
- Watchguard Network Security Essentials
- Digium Certified Essentials
- Datto Certified Deployment Specialist

**AFFILIATIONS**

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- Member of Barracuda Partner Advisory Board 2018-2019



Aaron Keith Resume

**Aaron H. Keith**

8872 Wheaton Pl., North Ridgeville, OH. 44039  
 Cell: (440) 465-8088 E-mail: AKeith@Outlook.com

<b>OPERATING SYSTEMS</b>	Windows Server and Desktop; VMWare; Mac OS X
<b>SOFTWARE:</b>	Various Microsoft and Apple Applications
<b>SPECIALIZATION:</b>	Server-Desktop-Network Deployment and Administration; BDR; Software Selections and Upgrades, AD Environments; Virtualization; Exchange; Microsoft 365 Services.
<b>CERTIFICATIONS:</b>	Microsoft Certified Professional (MCP); Microsoft Certified Technology Specialist (MCTS); CompTIA A+; Datto Technical Specialist; Digium DSSE

**PROFESSIONAL EXPERIENCE**

**Starfish Computer Corp**, North Olmsted, OH April 2016 – Present  
*Project Manager/Sr Engineer*

- Interface with client and internal team of engineers to build, quote, plan, and implement solutions from a project standpoint
- Escalation point for all Team Leads and top tier engineers in the company
- Complete and remediate security audits
- Worked as a field engineer for multiple clients
- Design and implement infrastructure for clients
- Troubleshooting and maintenance of all client infrastructure and solutions
- Work with vendors on behalf of clients
- Maintain relationships with clients as a personal onsite face for the company
- Work with virtualization and server/workstation environments
- Deploy and maintain Active Directory environments, Exchange and Office 365
- Configuration of hosts, SAN, VM's, firewalls, switches, wireless access points, and all network attached devices
- Maintain company standards of ticketing system and RMM platform

**Compu-Net Systems**, North Ridgeville, OH April 2012 – April 2016  
*Client/Server Systems Engineer*

- Upgrade front end computer environments
- Advise regarding software selection and upgrades
- Advise regarding system selection and engineer implementations
- Maximize system usage through creative means
- Install, service, support, troubleshoot and repair client/server environments running Microsoft Operating Systems
- Install, service, support, troubleshoot and repair network infrastructure components including wiring, switches, routers, access points, and firewalls
- Install, service, support, troubleshoot and repair line of business applications
- Produce and maintain system documentation for all customers
- Develop and maintain company policies and procedures used to service, sell, and maintain computer infrastructure systems and applications
- Research and maintain knowledge of current systems and software

- Experience with issues including rebuilding and partitioning servers, installations and upgrades of hardware and software, transferring data, debugging, resolving conflict issues, back-up support, preventative maintenance, repairs, and removal of viruses
- Work around the clock to maintain client servers and systems when needed and convenient for customer
- Work with customers in selection and installation of Windows or Macintosh computers and mobile devices
- Support client-side Macintosh devices
- Selection and installation of internet accessible network attached storage devices
- Selection and installation of IP-based security cameras
- Research and development of new systems and services

**EDUCATION:**

DeVRY Institute of Technology, Columbus, OH

## Joseph W. Webster

(216) 401-1189 • joewebster@joewebster.com

### Summary of Qualifications/Experience

Extensive experience supporting Windows servers, workstations and related infrastructure in a corporate, multisite environment. 20+ years experience in various Information Technology roles. Adept and highly experienced in the setup, administration, and management of Azure, Azure AD Connect, Office 365, Windows NT Server 4 through Windows Server 2019, Hyper-V, Microsoft Exchange Server 5.5 through 2019, SQL Server 7.0 through 2016, Microsoft IIS, WSUS, MABS and MARS, RRAS, Active Directory, Group Policy, DHCP, DNS, VMware ESXi, Watchguard firewalls, vulnerability management and remediation, and Symantec BackupExec.

### Professional Experience

#### Joe Webster IT Consulting

01/2012 to Present

##### ➤ *IT Consultant*

Specializing in providing professional IT consulting and managed services centered around data backup and recoverability, system installation and configuration, software patching and update management, antivirus management and remediation, vulnerability remediation, and 24x7x365 monitoring and alerting.

- Managed and performed migrations from on premises Exchange Server and hosted email systems to Exchange Online and migrating on premises user data and file shares to OneDrive and Sharepoint Online for customers ranging from 5 to more than 200 users, including the use of Azure AD Connect for synchronization of on premises AD to Office 365/Azure AD.
- Experienced in extending on Premises Active Directory to Azure.
- Designed, deployed, and managed multi-node Hyper-V failover clusters with Windows Server 2008 R2 through Windows Server 2016.
- Designed, deployed, and managed multi-node VMware Vsphere/ESXi HA/DRS clusters with ESXi 4 through 6.7.
- Designed, deployed and managed Windows server farms from 1 to 300 servers with Windows NT Server 4 through Windows Server 2019, including all day to day user and system management, troubleshooting, and problem resolution.
- Performed advanced Active Directory and Group Policy troubleshooting and assessments to meet Microsoft current best practice recommendations.
- Implementation and management of enterprise on premise and off premise backup, and antivirus/antimalware solutions.
- Performed vulnerability scanning remediation.
- Designed, deployed, and managed DAS, Fiber Channel, and iSCSI based storage arrays.

#### Relational Systems, Inc.

06/2005 – 12/2011

##### ➤ *Network\System Administrator*

- Responsible for the maintenance and management of 50 server ASP\SaaS hosting environment, network infrastructure, network security, and phone system.
- Managed a Windows 2003/2008 R2 Terminal Server/Remote Desktop Services farm for our 1200 user customer base
- Provided security management and monitoring, capacity planning, and performance monitoring



- Provided management of SQL Server 2000, 2005, 2008 and 2008 R2 infrastructure and of Exchange Server 2003 and 2010 hosting environment infrastructure
- Oversaw Windows 2003/2008 R2 Active Directory and Group Policy management
- Implemented and managed DNS and DHCP, data backup, archiving, restoration, and integrity
- Dell switch based network infrastructure management and monitoring
- Watchguard firewall management and monitoring
- License management and compliance
- Dell server hardware/software maintenance and upgrades
- Antivirus and antispam system management and monitoring
- Management of Microsoft IIS 4/5/6/7 web servers in a hosted environment
- Implemented real time data replication and failover systems for database, email, terminal server, and file systems
- Implemented dual-site network monitoring and alerting system.

**Dealer Tire, LLC.****06/2000 – 06/2005****➤ Senior Network Administrator**

- Member of the IT team responsible for the maintenance and management of 75+ server farm, network infrastructure, network security, and telecommunication system
- Managed a Windows NT Terminal Server farm using Citrix Metaframe XPa
- Provided security management and monitoring, capacity planning, performance monitoring
- Provided management of SQL Server 7 and 2000 application and data warehouse infrastructure
- Management of Exchange Server 5.5 infrastructure
- Implemented and managed DNS and DHCP, data backup, archiving, restoration, and integrity
- Cisco based network infrastructure management and monitoring
- Checkpoint firewall management and monitoring
- License management and compliance
- Server hardware/software maintenance and upgrades
- Antivirus and antispam system management and monitoring
- Management of Microsoft IIS 4 and IIS 5 web server farm
- Implemented corporate VPN infrastructure
- JDE ERP system team member responsible for the ERP system infrastructure implementation and management
- Key team member in expanding the IT infrastructure from 1 server to 75 servers in 5 years which provided the technical resources to grow company revenues from \$28M to \$300M

**Education/Certification**

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- Associate of Science Degree in Computer Information Management
- Microsoft Certified System Administrator (MCSA)
- Microsoft Certified Professional (MCP)



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

April 11, 2023

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 revised 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



**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 through 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](mailto:ggardner@baypointetech.com)  
216.402.8401



# Statement of Work

For

IT Managed Services

Presented to

City of University Heights

December 21, 2022

Version 1 Revision 0

Prepared By:

BayPointe Technology  
2662 Brecksville Road  
Richfield, OH 44286

George M Gardner IV  
CEO  
216.402.8401

Prepared For:

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

Clerk of Council  
Kelly M. Thomas, CMC  
216.932.7800

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## 1.0 Executive Summary

BayPointe Technology is an IT Management Services as well as hardware and software sales company based in Cleveland, Ohio, supporting partners around the globe. Founded in 1997, BayPointe Technology has grown from a simple concept into a multimillion dollar, privately held firm delivering Cloud and Managed Service solutions in a highly available, secure process. Everything we do supports our Mission Statement: *“To Create long lasting partnerships with our customers that focus on the business as it relates to technology.”*

Our personalized service combined with exceptional technology capabilities is structured around three primary offerings:

- Managed Services, including Remote Infrastructure Management, Cloud, Project Management and End User Support Services
- Technical Services, including Infrastructure Design and Implementation, Security Assessments, and Consulting.
- Hardware and Software, including licensing, warranty support, physical hardware.

We partner with some of the world’s leading innovation companies to deliver Technical Services, including Cisco, Dell/EMC, Microsoft, VMWare, CloudGenix, Veeam and NetApp. (not all inclusive)

BayPointe Technology provides Managed Services for:

- Infrastructure Management – manage IT assets for availability, performance, and security
- Cloud Services - multi-tenant, secure and scalable cloud infrastructure
- End User Support – User device support provided by our help desk

BayPointe Technology currently has 7 full time technicians, 2 contractors, and other partners that we work with to support our partners business goals. We currently support three townships and are familiar with some of the special needs of those. Our current MSP client base is 15, with hundreds of other customers that we just do hardware sales/support for. We have included 3 resumes/bios for the lead team members for this partnership for your review.

### 1.1 Engagement Overview

The City of University Heights. (the “Partner”) has requested BayPointe Technology to provide end user support as well as infrastructure monitoring and management. This RFP also includes an assessment to move services to the cloud if possible, manage all aspects of the technology in the city, and replace the phone system with a VOIP solution.

The following section of this document outlines definitions and the services BayPointe Technology will provide to fulfill these needs and related costs, assumptions, and terms.

## 2.0 Services Proposed

### 2.1 Platform as a Service (PaaS) Hosted Environment

BayPointe Technology has reviewed basic requirements to host the infrastructure for the Partner. BayPointe Technology will provide a hosted environment for the following within Microsoft Azure:

1. Network
  - a. Manage connectivity with ISP
  - b. Network management and monitoring
2. Infrastructure
  - a. Monitor and Manage Domain Controllers
  - b. Monitor and Manage Exchange Hybrid server
  - c. Monitor and Manage File server w/additional storage
  - d. Monitor and Manage other appliances as required
  - e. Provide Backup (Source core and Offsite)
3. Software
  - a. Office 365 Licenses (M365) and management
  - b. Office 365 backup
  - c. Microsoft Azure Licensing

### 2.2 Off Site Backup and Disaster Recovery Options

BayPointe Technology's highly available and secure datacenter with additional geographically dispersed off site cloud will enable the Partner to take advantage of Disaster Recovery solutions as part of the benefits of being hosted by BayPointe Technology through Microsoft Azure. Part of the review process with the Partner and BayPointe Technology will discuss what DR options are available. With the partners assistance this will include defining what Recovery Point Objectives and Recovery Time Objectives will look like, the Maximum Tolerable Period of Disruption for mission critical applications, and the processes that go into declaring a DR event. The construction and implementation of a Disaster Recovery Plan and the associated elements will be a separate engagement. The details of the DR plan will be defined and documented with key Implementation milestones.

### 2.3 End User Support

1. BayPointe will provide remote and onsite support to the partner between 7am-5pm Monday-Friday. Holidays and after hours support will be on a time and materials basis and that rate sheet is attached.
2. End users can submit tickets via email or call in. After hours calls go to a call service that will contact our team for resolution.

## 2.4 Business Planning

BayPointe Technology takes pride in its relationships with partners. As such, we want both your business as well as ours to run efficiently and grow. This mentality allows us to focus on your business as it relates to technology to keep you up to date and secure. We customize our reach out to your leaders based on what you want. This communication can be weekly, monthly, or quarterly. Most of our customers prefer a quarterly business review with some touch base in between as needed to keep up the communication that you need to make sound decisions.

## 3.0 Assumptions

1. The Partner is responsible for providing BayPointe Technology with a suitable/reasonable workspace, phone, hardware and remote access (if required) to the Partner's network environment.
2. All accesses to Partner's facility will be in strict accordance with Partner's security policies and guidelines.
3. The Partner is responsible for providing access to current, relevant documentation.
4. Work performed as outlined within this document will follow BayPointe Technology's Change Management processes, which includes notifying the Partner of maintenance or technical support that could impact business processes.
5. Work requested that is considered to be outside the scope of services described in this document will be addressed through a separate proposal and Partner signoff will be required.
6. Applications installs must be provided by customer. It is the customer's responsibility for proper licensing and maintenance of application packages.
7. Active support agreements for all hardware and software is required.
8. Network and Infrastructure support outside the scope of this Statement of Work (SOW) and/or On-Site desktop support will be treated as Ad Hoc service request and will be invoiced according to existing Technology Service Agreement (TSA) rates (see Exhibit A).
9. BayPointe Technology reserves the right to shut off the systems if they cause an active threat to the hosted environment.
10. BayPointe Technology reserves the right to migrate additional systems that reach end of service life during this agreement as a separate engagement.
11. The Partner will need to provide confirmation of cyber insurance to be considered for managed services
12. Quantities of users, machines, servers, equipment is assumed from what is in the RFP and the prices are subject to change if there are more or less of each.



## 4.0 Pricing and Terms

- **Managed Server \$185/ea/mo – Qty 6 = \$1,110/mo**
  - Includes the following
    - Management, Monitoring, Reporting, Inventory
    - Bitdefender Antivirus/Anti-Malware
    - Patches/Compliance/firmware updates
- **Managed Endpoint \$60/ea/mo – Qty 100 = \$4,800/mo**
  - Includes the following
    - Management, Monitoring, Reporting, Inventory
    - Bitdefender Antivirus/Anti-Malware
    - Patches/Compliance/firmware updates
    - MDM management for tablets/phones
- **Managed Network \$100/ea/mo – Qty 10 = \$1000/mo**
  - Includes the following
    - Management, Monitoring, Reporting, Inventory
    - Documentation/Diagrams/Planning
    - Firewall, switch, router patches/compliance/firmware updates
    - Update rules, troubleshooting
- **Microsoft 365 Licensing \$22/ea/mo– Qty 100 = \$2200/mo**
  - Price based on Microsoft Business Premium licensing and annual commitment
  - Includes password changes and add/remove users
- **Microsoft 365 Backup \$4/ea/mo -Qty 100 = \$400/mo**
  - Unlimited cloud backup for Sharepoint, Teams, OneDrive, Email
- **Microsoft Azure licensing (6 servers) \$3,000-5,000/mo**
  - Assuming all 6 servers are going to Azure, the price could fluctuate
  - Includes Azure backup for the 6 servers
  - Assumes 4 CPU, 16GB RAM, 512GB HDD, 30 days of daily backups geo replicated
- **Prepaid Block Hours – Qty 500 @ \$140/hr = \$70,000**
  - Includes the following
    - Initial onboarding and discovery + documentation
    - Plan and execute Cloud migrations of servers to Azure
    - Project Management/ meetings
    - Migration of payroll and accounting system to Azure
    - Planning of VOIP migration (migration will need to be estimated with more detail. Any hours left over from above can go towards this project.
- **OPTIONAL (but recommended)**

- **Managed EDR/MDR for all servers/desktops/laptops**
  - \$114/device/year Qty 100 = \$11,000/year
- **Managed Vulnerability \$300/mo**
  - Includes the following
    - Monthly Vulnerability Scanning internally and externally on network
    - Includes 5 hours/month of remediation of security vulnerabilities. More than 5 hours will be subject to time and materials rate of \$200/hr unless block hours are purchased ahead of time
- **Phishing Simulation and Training**
  - \$150/mo for one simulation and training + documentation
- **Multi-Factor Authentication (MFA)**
  - \$3/device/month @ 100 devices = \$300/mo

NOTE: A 3% discount is offered for 3 yr agreements as well as a 5% discount is offered for 5 yr agreements.

## 4.1 Payment and Invoicing

### Invoicing:

Invoicing shall occur on the first (1<sup>st</sup>) day of the month in advance for services rendered in the subsequent month. The terms are NET 30 days. Invoices shall include any applicable Sales Tax. In the case that additional services are performed, BayPointe Technology will detail the additional charges in its monthly invoice.

### Overdue Payments:

BayPointe Technology reserves the right to charge a 1.5% penalty per month and to suspend service until any overdue payments are received.

### Yearly Rate Increase:

On each yearly anniversary of the agreement, a rate adjustment of 3% will be levied.

### Sales Taxes:

As a result of a recent interpretation of Ohio law by the Ohio Tax Commissioner, certain information system services are exempt from Ohio sales tax while others are not. In our professional opinion, the professional services described in this agreement are not taxable.

If, however, this interpretation should be overruled or if any services performed during or after this engagement are determined to be taxable, BayPointe Technology will be required to request from you payment of the applicable taxes.

Hardware and software are taxable at the prevailing rate as determined by the County of BayPointe Technology's principal place of business operation.

Travel & Expenses:

Upon Partner approved travel, BayPointe Technology will invoice for any and all reasonable expenses (airfare, lodging, vehicle rental, business meals & mileage) associated with this engagement. BayPointe Technology will adhere to the Partner's travel policies in lieu of its own at the Partner's request.

## 4.2 Terms and Conditions

The Partner desires to retain services as described in Section 3. BayPointe Technology acknowledges and agrees that all of BayPointe Technology's promises, commitments, representations, warranties and covenants reflected in the Proposal are incorporated into this Agreement by this reference.

### Duty to Act Reasonably:

Except as otherwise expressly provided herein, (a) the Parties each agree to act reasonably and in good faith, and (b) where a Party's agreement, consent or approval is required hereunder, such agreement, consent or approval shall be in writing and shall not be unreasonably withheld or delayed.

### Acceptable Use Policy:

The Partner will agree and adhere to the BayPointe Technology Acceptable Use Policy (AUP), as specified in the attached document.

### Confidentiality of this Agreement:

Each party shall treat as confidential and shall not use, copy or duplicate or, except as required by applicable law, disclose to any person or organization any proprietary, non-public or confidential information of the other party, which is accessed by or submitted or disclosed to such party pursuant to this Agreement.

### Employee Solicitation:

Neither party shall directly or indirectly solicit or offer employment or hire employees, contractors, consultants and subcontractors from the other firm without a specific written agreement during the course of this agreement and for one year after its termination or expiration.

### Length of this Agreement:

Subject to earlier termination as set forth herein, the term of this Agreement shall be 1-5 years as decided from the partner.

### Early Termination of this Agreement:

Either party may terminate this agreement with 90 days written notice.

The Partner may elect to terminate this Agreement prior to the end of the "Term" subject to the following:

1. The Partner shall provide BayPointe Technology written notification of the early termination of this Agreement at least 30 days prior to the actual early termination date. In connection with the termination notification, the Partner shall identify its reasons for early termination,

including, without limitation, whether termination is for the convenience or cause.

2. If the early termination is due to a cause (delivery issue), the Partner shall provide:
  - a. BayPointe Technology the opportunity to cure service delivery deficiencies. BayPointe Technology shall have 30 days from receipt of written notification to address and cure the service delivery issue.
  - b. If BayPointe Technology fails to cure the service deficiency within 30 days, the Partner at its option may terminate and no early termination fees shall be payable to BayPointe Technology.
3. If the Partner terminates this Agreement early for its convenience, the Partner shall pay BayPointe Technology three (3) months services.

## 5.0 Review and Execution

Signing of this document, or receipt of a signed purchase order from the customer, will be considered formal notification to proceed.

The payment terms are described in the Section 5 executed by the authorized parties at BayPointe Technology and the Partner. The Parties have executed this Agreement through their duly authorized representatives whereupon it becomes binding in accordance with its terms.

BayPointe Technology (BayPointe Technology):

Reviewed By: Jerry Krane, Manager of Engineering

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executed By: George M Gardner IV, CEO

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Partner:

Executed By: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Exhibit A – After-Hours Technology Services Agreement

### The Service

This Technology Services Agreement covers Partner-requested technical support for after-hours and holiday times. Technical support is provided on a Time & Material basis initiated by the partner in this case.

### How to Contact the BayPointe Technology Service Desk

- Email: [help@BayPointetech.com](mailto:help@BayPointetech.com)
- Phone: 330.659.6400

### How Our Service Works

Upon contacting BayPointe Technology, a trouble ticket will be entered into the BayPointe Technology ticketing system. BayPointe Technology will attempt to resolve the Level 1 incident and if necessary, will escalate the incident to the appropriate Level 2 or Level 3 resource for resolution and completion. Response times vary depending on call volume, the availability of resources, complexity of the issue, and the thoroughness of the information provided.

When a ticket is escalated to either Level 2 or Level 3 support, BayPointe Technology will match the best technical resource to the issue for resolution. The technical resource for Level 2 or Level 3 support will contact the partner representative in order to initiate the troubleshooting process. BayPointe Technology will do its best to estimate the time it may take to resolve the issue prior to billing depending upon the complexity of the issue.

### 2022-23 Rate Schedule

Off hours M- F 5pm - 8am (EST) Weekends & Holidays		
Support Role	Off-Hours Hourly Rate	Initial Minimum
End-User Support	\$110	1 hour
Administrator– Network/System	\$180	1 hour
Engineer – Network/Sys	\$260	1 hour
SQL DBA	\$260	1 hour
Architect – Network/Sys	\$300	2 hour
Project Manager	\$260	2 hour

## REFERENCES

Gospel House  
Pat Sepkovich  
440-439-6555  
[psepkovich@thegospelhouse.com](mailto:psepkovich@thegospelhouse.com)

Herschel Products  
Tyler Malorni  
330-523-5210  
[tmalorni@dynamicresearch.net](mailto:tmalorni@dynamicresearch.net)

Holy Cross Lutheran Church  
Tom James  
330-499-3307  
[tom@holycrossnorthcanton.org](mailto:tom@holycrossnorthcanton.org)

Javitch Block, LLC  
Pierre Hage  
Systems Administrator  
216-623-0000  
[pelhage@jblc.com](mailto:pelhage@jblc.com)



**ORDINANCE NO. 2023-19**

**INTRODUCED BY: All of Council**

**AN ORDINANCE ESTABLISHING THAT THE ANNUAL RATE OF PAY FOR MEMBERS OF COUNCIL SHALL NOT BE LESS THAN THE MINIMUM AMOUNT NECESSARY TO QUALIFY FOR ELIGIBILITY FOR OHIO PUBLIC EMPLOYEE RETIREMENT SYSTEM YEARS OF SERVICE, AND DECLARING AN EMERGENCY**

**WHEREAS**, City Council wishes to pass a self-executing ordinance that will raise the rate of pay for all Council members in the event that such a raise is necessary to qualify for years of service in the Ohio Public Employees Retirement System; and

**WHEREAS**, the current rate of pay for members of Council qualifies them for years of service in the Ohio Public Employees Retirement System;

**NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF UNIVERSITY HEIGHTS, COUNTY OF CUYAHOGA, AND STATE OF OHIO, THAT:**

**Section 1.** In the event that the Ohio Public Employees Retirement System raises the rate of pay at which a public employee qualifies for the accrual of years of service to an amount that exceeds the amount of Council pay, the rate of pay for Council members shall automatically increase to the minimum amount necessary to qualify for the accrual of years of service in the Ohio Public Employees Retirement System.

**Section 2.** This ordinance shall not effect a pay raise for any member of Council who is a member of Council as of the date of passage of this ordinance during any such Council member's current term of office. The pay raise contemplated herein shall be self-executing for any member of Council not a member as of the date of passage of this ordinance, and for any current Council member subsequently elected to a new term of office.

**Section 3.** It is hereby found and determined that all formal actions of this Council concerning and relating to the passage of this Ordinance were adopted in an open meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with all legal requirements including the requirements of Section 121.22 of the Ohio Revised Code.

**Section 4.** This Ordinance is declared to be an emergency measure necessary for the preservation of the public peace, safety, health and welfare of the citizens of the City of University Heights, by immediately establishing a minimum rate of pay for Council members that will allow Council members to accrue years of service in the Ohio Public Employees Retirement System. It shall therefore become effective upon its passage by the affirmative vote of not less than five (5) members of Council and approval of the Mayor; otherwise it shall become effective at the earliest time allowed by law.

**City of University Heights, Ohio**

\_\_\_\_\_  
**Michael Dylan Brennan, Mayor**

**Passed:** \_\_\_\_\_

**Attest:** \_\_\_\_\_  
**Kelly M. Thomas, Clerk of Council**

**Approved**  
**as to form:** \_\_\_\_\_  
**Luke F. McConville, Law Director**

**2023-20**

**INTRODUCED BY: MAYOR MICHAEL DYLAN BRENNAN AND CITY COUNCIL**

**A RESOLUTION PROCLAIMING MAY 2023 BIKE MONTH  
IN THE CITY OF UNIVERSITY HEIGHTS**

**WHEREAS**, bicycling is a sociable, healthy, green and economical mode of travel; and

**WHEREAS**, since 2010, the United States Department of Transportation has adopted a policy stating that “walking and bicycling are considered as equals with other transportation modes” and “not an afterthought in roadway design;” and

**WHEREAS**, The State of Ohio recognizes bicycles as valid vehicles for use on all University Heights roads; and

**WHEREAS**, University Heights streets and buildings are ideally arranged in a compact, well-connected pattern making it easy to walk and bike to businesses, schools, and recreational and cultural facilities; and

**WHEREAS**, University Heights continues to assess its transportation network and connections to other cities, finding grants for projects that improve the safety and comfort of bicyclists, such as the recently completed bike lanes on Warrensville Center Road; and

**WHEREAS**, University Heights in collaboration with the cities of Cleveland Heights and South Euclid have been awarded grant funding from the Northeast Ohio Regional Coordinating Agency (NOACA) to create a network of Neighborhood Greenways that will interconnect our cities with safe cycling routes; and

**WHEREAS**, educating cyclists on the proper and safe operation of bicycles and motorists on how to properly share roads with bicyclists (including our school children) is important to ensure the safety and well-being of all; and

**WHEREAS**, the League of American Bicyclists, Bike Cleveland, the Heights Bicycle Coalition, and transportation and fitness bicyclists in University Heights and other cities are promoting greater public awareness of cycling during the month of May through events such as *Bike to Work Week* on May 15-21, *Bike to Work Day* on Friday, May 19, 2023, and *Bike to School Day* on May 3, 2023, which brings attention to the importance of creating safe routes to schools; and

**WHEREAS**, the annual *Ride of Silence* will take place in Greater Cleveland on Wednesday, May 17, 2023, in which University Heights will participate with hundreds of other cities internationally to honor those killed or injured while riding on public streets, and can be observed by joining participants who will ride from John Carroll University in University Heights to University Hospital where they will join other Cleveland area riders for a memorial presentation.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF UNIVERSITY HEIGHTS, OHIO, THAT:**

**SECTION 1.** The Mayor and City Council do hereby proclaim May 2023 to be Bike Month in the City of University Heights. This City encourages all residents to review the laws and regulations governing bicycle safety, and to use a bicycle for transportation, especially for trips within the City of University Heights.

**SECTION 2.** Notice of passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Law Director, once in one newspaper of general circulation in the City of University Heights, and on the city’s social media.

**CITY OF UNIVERSITY HEIGHTS, OHIO**

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**MICHAEL DYLAN BRENNAN, MAYOR**

**PASSED:**

**ATTEST:**

---

**KELLY THOMAS, CLERK OF COUNCIL**

**APPROVED:**

---

**LUKE MCCONVILLE, LAW DIRECTOR**



# University Heights VIP Cloud

# Quote

Prepared For:

**University Heights, City of**

Dennis Kennedy  
2300 Warrensville Center Road  
Cleveland Heights, OH 44118

P: (216) 932-7800  
E: dkennedy@universityheights.com

Prepared by:

**Software Solutions**

Kevin Nye  
8534 Yankee Street, Suite 2B  
Dayton, OH 45458

P: 513.932.6667  
E: knye@mysoftwaresolutions.com

Date Issued:

**03.20.2023**

Expires:

**04.17.2023**

Software & Services	Price	Qty	Ext. Price
VIP Cloud Annual Subscription Fee	\$18,360.00	1	\$18,360.00
VIP Cloud Setup and Configuration	\$750.00	1	\$750.00
Subtotal:			<b>\$19,110.00</b>

Quote Summary	Amount
Software & Services	\$19,110.00
Total:	<b>\$19,110.00</b>



## Notes

### VIP Cloud Terms of Service

This subscription requires a minimum one-year commitment.

Annual subscription fee quoted will begin when customer is provided credentials to hosted site. These fees will be pro-rated to match existing annual agreements with Software Solutions.

VIP Analytics, VIP Windows Application Department Time Entry, Check Printing with Edge will still require on-site hardware resources.

As quoted VIP Cloud includes one live instance of VIP Database and one Sandbox Database. Additional VIP Databases are at an additional fee.

#### TERMS AND CONDITIONS OF SALE

##### 1. SELLER RESPONSIBILITIES

1.1 Provision of Purchased Services. Seller will (a) provide Web and Cloud Back-up Services of Customer's VIP applications to the applicable Seller Software pursuant to this Agreement, and as specified in the attached Quote, (b) be solely responsible for setting applicable data processing and transmission parameters, (c) use commercially reasonable efforts to make the online Purchased Services available 24 hours per day and 7 days a week, except for: (i) planned down (of which Seller shall give notice), (ii) failure of equipment, software or services not under the direct control of Seller and (iii) any unavailability caused by circumstances beyond Seller's reasonable control, including but not limited to, a Force Majeure event (an act of God, act of government, natural disaster, civil insurrection, terrorist act, internet service provider failure or delay, war or other act of military force, epidemic or pandemic, or strike or other labor dispute.)

1.2 Protection of Customer Data. Seller will maintain reasonable administrative, physical, and technical safeguards for protection of the security of Customer data. Those safeguards will include measures designed to prevent unauthorized access of Customer Data (other than by Customer or Authorized Users.) Seller shall have no liability to Customer for any lost data or information, or any data or information accessed via any security breach or unauthorized login. Seller will provide best effort cooperation in response to any data restoration services needed during the term of this agreement.

##### 2. CUSTOMER RESPONSIBILITIES.

2.1 Customer Acknowledgment. Customer acknowledges and agrees that access to these Services will require Customer to agree to the terms and conditions of Seller's designated supplier of hosting services.

2.2 Network Requirements. Customer acknowledges and agrees that the operation of any product Deliverable is dependent upon Customer having and maintaining appropriate hardware, software, and internet capabilities (the "Network Requirements"). The Network Requirements may change as a result of any updates or upgrades to a product Deliverable, and Customer acknowledges and agrees that Customer shall, at its cost, meet those Network Requirements, in order to obtain the applicable hosting services.

3. DISCLAIMER OF CONSEQUENTIAL DAMAGES; LIMITATIONS ON REMEDIES. Seller hereby disclaims any and all consequential and incidental damages arising out of or relating to the agreement, including but not limited to loss of use, downtime, lost profits, cover, recall costs, loss of goodwill, freight expenses, independent contractor expenses, employee wages and benefits, and lost or destroyed data or information. In no event shall Seller's liability to customer or any third party, arising out of or relating to a deliverable or the agreement, whether for breach of warranty, breach of contract, or arising in tort or otherwise, exceed the amount of one month's subscription service fees for the deliverable to which the claim relates, or \$1,000, whichever is the greater amount.

4. TERM. The term of this hosting agreement commences on the effective date of the Agreement and is perpetual. Seller may terminate this agreement upon written notice to Customer in the event of Customer's breach of the Agreement. Customer may terminate this agreement at any time after hosting services begin and payment of all fees, upon at least ninety (90) days written notice to Seller; provided, however, no such termination shall result in reimbursement of any fees paid or payable to Seller.

5. POST-TERMINATION OBLIGATIONS. Within ninety (90) days after termination of this Agreement, Seller shall: provide rehosting of license and data to Customer's Local Server.

To proceed with this order, please return signed quote with purchase order number and signed SLA to:  
Knye@mysoftwaresolutions.com or fax: 513-932-4058.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_



# VIP CLOUD IMPLEMENTATION PROCESS



"At this point cloud is mainstream. Adoption of next-generation solutions are almost always 'cloud-enhanced' solutions. They build on the strengths of a cloud platform to deliver digital business capabilities."

- **Gartner**  
Technology Research & Advisory Firm

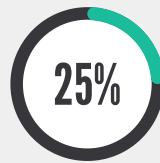
## CLOUD ADOPTION TRENDS

# THE FUTURE IS IN THE CLOUD

Cloud computing will do to technology what Henry Ford did to the horse and buggy. Just as many of us would have never imagined carrying a super computer in our pockets 20 years ago, cloud computing will reshape our world in ways we find impossible to imagine today.



50% of government organizations are already using Cloud Services.



Local governments spend close to 25% of their IT budgets on Cloud Services.



90% of all organizations will be utilizing cloud services by 2025.

“

*“The pandemic validated the cloud’s value proposition. The ability to use on-demand, scalable cloud models to achieve cost efficiency and business continuity is providing the impetus for organizations to rapidly accelerate their digital business transformation plans. The increased use of public cloud services has reinforced cloud adoption to be the ‘new normal,’ now more than ever.”*

- Gartner,  
Technology Research & Advisory Firm

”

High costs, slow recovery time, and inefficient remote work capabilities will continuously weigh organizations with server-based solutions down. Cloud computing brings flexibility and functionality, and no one is looking back. Organizations who have begun to migrate their services and data to the cloud are launching themselves into the future of modern digital workplaces who are up to the challenge of meeting increased digital demand.





## ADVANTAGES

# MIGRATING TO THE CLOUD

### **SECURITY**

VIP Cloud has robust security measures to help safeguard your private data. These measures keep your data safe from hackers and those without permission to view your database. Your data is also protected by 24/7 monitoring and intelligent threat detection.

### **FLEXIBILITY & MOBILITY**

Not only are on-premise servers expensive, they force you to commit too much of your time towards software updates and data back-up issues. Migrating to the cloud will allow you to devote your time to more important initiatives.

The VIP Cloud Platform offers convenient access to your data. Staff with difficult schedules, or those who may live far from the office, can take advantage of the cloud by logging in anywhere, anytime.

### **DISASTER RECOVERY**


Power outages, overheating servers, and natural disasters can prove fatal to in-house data storage, but they can't touch the cloud. VIP Cloud data back-ups provide rapid recovery from emergencies, ensuring that you always have a backup plan.

### **SOFTWARE UPDATES**

Is there anything more frustrating than having to wait for system updates to be installed when you have a lot on your plate? VIP Cloud includes updates, saving your IT department the hassle of performing manual network-wide updates themselves.

### **NEXT STEPS**

The advantages of VIP Cloud are numerous and extend well beyond those in this list. To take the next steps please give us a call:

 (513) 932 6667

 [info@mysoftwaresolutions.com](mailto:info@mysoftwaresolutions.com)



# THE PROCESS

## WHAT TO EXPECT

**M**igrating to the cloud can feel stressful. However, your investment in the VIP Software already has you on the path to a smooth transition to a Cloud Based Solution.

The browser-based design of VIP and the work our Cloud Engineers have done, allows the migration to happen smoothly and quickly.

We are grateful to be able to guide you through your migration to VIP Cloud.



*"Having the ability to work in VIP from any computer has been a tremendous asset. It allows me to keep up with the speed of business of the office and translates to more adaptive working environments our industry is moving towards."*

**- Ryan Rushing,**  
Fiscal Officer, Beavercreek Twp.



### **STEP 1 - DATABASE CREATION & TESTING**

Timeframe: 1 - 2 weeks

Total Downtime: 0:00 (zero)

- SSI technicians will take a copy of your live VIP database which will be used as your VIP Cloud Sandbox(test) Database.
- Client will have up to 2 weeks to test & verify sandbox database is working properly in the new cloud environment.



### **STEP 2 - LIVE MIGRATION TO VIP CLOUD**

Timeframe: 1 Day

Total Downtime: 4-6 hours

- SSI technicians will backup and disable your on-premise VIP Live Database.
- Your Live VIP Cloud database will be setup and you will receive your new web addresses which you will use to access your database.
- Our technicians will provide the new URL addresses to the customer Point of Contact to provide across your organization.

VIP Cloud is transforming the way local governments interact with their data, their software and the internet.

While motivations for adopting cloud technology vary, agencies across the country see VIP Cloud as an important step in helping them achieve their critical objectives.

# QUESTIONS

## FREQUENTLY ASKED:

If you have a question that is not answered here, call us!

We look forward to speaking with you soon.

### Contact Info:

- (513) 932 6667
- info@mysoftwaresolutions.com
- www.MySoftwareSolutions.com



# 1

### What do I need to do to prepare for a cloud migration?

One of the biggest things to consider is your internet bandwidth. With VIP Cloud being accessed through the internet, you may consider upgrading your bandwidth for more reliable connectivity.

# 2

### Will I need to hire more IT staff to assist with the migration?

One benefit of partnering with us is that we handle most of the migration ourselves. While it is helpful having some form of IT expertise on your end, it is not necessary for a successful cloud migration.

# 3

### What if I need a copy of my data?

Obtaining a copy of your data is simple. If needed, a copy can be taken from the cloud and placed on a local server or storage device of your choosing.

# 4

### How do I access my data once live on the cloud?

Once the cloud migration is complete we will provide web addresses (URLs) to your organization's Point of Contact. The URLs can then be utilized to access your data via your preferred internet browser.

“

***“In Ross County, we love knowing that our data is safe and secure and we no longer have to pay to maintain large, resource-heavy hardware onsite. Disaster recovery is less of a worry, because we know that all of our information is stored someplace else. We appreciate the partnership with Software Solutions, and are grateful that they are always pushing the envelope when it comes to new technologies.”***

**- Tom Spetnagel,**  
Auditor, Ross County.

”

Kelly,

Please place on the agenda for Monday, together with this email for the packet, this item:

MOTION TO AUTHORIZE THE MAYOR TO EXECUTE THE “SPALDING LEASING OFFICE LEASE EXTENSION” FOR THE PERIOD OF ONE YEAR FROM JUNE 1, 2023 THROUGH MAY 31, 2024 FOR THE LEASE OF SUITE 105 AT 2245 WARRENSVILLE CENTER ROAD, UNIVERSITY HEIGHTS, OHIO.

While the efforts to assemble land and secure the site to eventually build modern office space continue, another year’s extension is appropriate and needed. This office space is used not only by the Economic Development Department, Finance Department, and Human Resources, but is used for numerous meetings during the day by administration and occasional meetings in the evening by administration and/or council.

This remains the City’s only ADA compliant office space, and (with Wiley) is also our ADA compliant meeting space.

Spalding Leasing has offered us a 4% increase in rent rather than its standard 7%.

The law director has reviewed the extension and approved it as to form.

I recommend approval of authorization for me to execute the lease extension on behalf of the City.



**Michael Dylan Brennan | Mayor**

City of University Heights

2300 Warrensville Center Road, University Heights, Ohio 44118-3895

(216) 932-7800 x222 | Mobile: (216) 906-0383

[mdb@universityheights.com](mailto:mdb@universityheights.com)

**SPALDING LEASING OFFICE LEASE EXTENSION**

THIS LEASE EXTENSION AGREEMENT (hereinafter referred to as the "Lease Extension") is made and entered into this 19<sup>th</sup> day of April, 2023, by and between 2245 WARRENSVILLE CENTER ROAD LLC, dba SPALDING LEASING, an Ohio limited liability company ("Landlord"), and City of University Heights ("Tenant"), whether one or more, and each agreeing to be bound by and held jointly and severally liable under the terms and conditions of this Lease Extension.

In consideration of the covenants and obligations contained herein and of other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

**1. PREMISES:** The Premises known as 2245 Warrensville Center Road, Suite #105, University Heights, Ohio 44118.

**2. PRIOR LEASE:** The parties executed a Lease Agreement Dated April 20, 2018 (hereinafter "Lease Agreement") with a term of lease commencing on the 1<sup>st</sup> day of June, 2018, and which expires on the 31<sup>st</sup> day of May, 2022. All terms, conditions, and provisions of said Lease Agreement are hereby incorporated by reference or by attachment.

**3. EXTENSION OF PRIOR LEASE TERM:** The parties hereby agree to extend and continue the aforementioned Lease Agreement for an additional term, commencing on the 1<sup>st</sup> day of June, 2023, and expiring on the 31<sup>st</sup> day of May, 2024.

**4. REVISED RENT PAYMENTS:** The rent shall be payable in equal monthly installments of \$1,638, payable on the 1<sup>st</sup> day of each month of the term. The first full rent payment under this Lease Extension is due on the 1<sup>st</sup> day of June, 2023.

2245 WARRENSVILLE CENTER ROAD, LLC ("Landlord"):

Sign: Josh Mintz  
Date: 4.19.2023

Print: Joshua Mintz

City of University Heights, Mayor Michael Dylan Brennan ("Tenant"):

Sign: \_\_\_\_\_  
Date: \_\_\_\_\_

Print: \_\_\_\_\_



**GPD GROUP.**  
Glaus, Pyle, Schomer, Burns & DeHaven, Inc.

**Cleveland Office**  
5595 Transportation Blvd  
Suite 100  
Cleveland, OH 44125

tel 216.518.5544  
fax 216.518.5545  
[www.gpdgroup.com](http://www.gpdgroup.com)

April 21, 2023  
2023003.03

Honorable Michael D. Brennan, Mayor  
City of University Heights  
2300 Warrensville Center Road  
University Heights, Ohio 44118

**RE: 2023 Pavement Marking Program**

Dear Mayor Brennan:

The City accepted bids on April 14, 2023 for the 2023 Pavement Marking Program. Two (2) bids were received and they are listed below:

- |                                |              |
|--------------------------------|--------------|
| 1. Pat Flowers Inc.            | \$ 56,131.15 |
| 2. JD Striping & Services Inc. | \$ 85,710.40 |

The 2023 Program includes re-striping all pavement markings in the City.

The Engineer's Estimate for this work was \$78,237.30

Pat Flowers Inc. is a reputable company that has successfully completed many annual pavement marking programs for NE Ohio Municipalities. I do not believe they have ever worked for University Hts. We have checked their references and are comfortable they can successfully complete this program.

We hereby recommend Pat Flowers Inc. as the lowest and best bid for the 2023 Pavement Marking Program at \$ 56,131.15

Returned herewith are the actual bid documents received and a tabulation of all bids.

Very Truly Yours,

Joseph R. Ciuni, P.E., P.S.  
City Engineer

Cc: Dustin Rogers, Police Chief  
File 2023003.03

BID FORM

Mark Envelope: 2023 PAVEMENT MARKING PROGRAM

To the Clerk:

The undersigned, having full knowledge of the site and the specifications for the following improvements, and the conditions of this proposal, hereby agrees to furnish all services, labor, materials and equipment necessary to complete the entire project, according to the plans and specifications and completion dates, and to accept the unit prices specified below for each item as full compensation for the work in the proposal.

NUMBER OF DAYS TO COMPLETE: 30 DAYS  
(NOT MORE THAN 90 WORKING DAYS)

The total amount of the bid based on the approximate quantities given below and the price specified by the bidder amount to the sum of:

\$ 56,131.15

UNIT PRICE CONTRACT

For the 2023 PAVEMENT MARKING PROGRAM in the City of University Heights, Cuyahoga County, Ohio, in accordance with the plans and specifications.

LINE	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE	Total
042	EDGE LINE, 4", TYPE 1	MLE	1.88	560.00	1052.80
042	LANE LINE, 4", TYPE 1	MLE	6.51	280.00	1822.80
042	CENTER LINE, TYPE 1	MLE	4.42	940.00	4154.80
042	CHANNELIZING LINE, 8", TYPE 1	FT	2450	0.25	612.50
042	STOP LINE, TYPE 1	FT	5957	1.50	8935.50
042	CROSSWALK LINE, 12", TYPE 1	FT	27587	1.00	27597.00
042	CROSSWALK LINE, 24", TYPE 1	FT	1225	1.50	1839.00
042	TRANSVERSE / DIAGONAL LINE, TYPE 1	FT	1450	1.50	2188.50
042	ISLAND MARKING, TYPE 1	SF	56	2.00	112.00
042	SCHOOL SYMBOL MARKING, TYPE 1	EA	11	80.00	880.00
042	PARKING LOT STALL MARKING	FT	383	0.75	287.25
042	LANE ARROW, TYPE 1	EA	64	35.00	2240.00
042	WORD ON PAVEMENT, 72", TYPE 1	EA	12	35.00	420.00
042	DOTTED LINE, 4", TYPE 1	FT	2217	1.00	2217.00
042	BIKE LANE SYMBOL MARKING, TYPE 1	EA	40	40.00	1600.00
042	YIELD LINE, TYPE 1	FT	86	2.00	172.00
Bid Total					<u>56,131.15</u>

The undersigned bidder acknowledges that various items contained herein may or may not be performed and the amounts paid to the undersigned will be for those items executed at the unit price listed, or calculated from the contingent rates submitted.

EXECUTED AT \_\_\_\_\_ THIS 10 DAY OF APRIL, 2023

BY: PAT FLOWERS  
(SIGN IN INK)

TITLE: PRESIDENT  
(OWNER, PARTNER, OR CORPORATE OFFICER)

VENDOR (PLEASE FILL IN): PAT FLOWERS INC.  
NAME  
5352 HIGHLAND WAY  
ADDRESS  
MENTOR OH 44060  
CITY, STATE & ZIP CODE

(440) 534-1000  
PHONE  
(440) 534-1000  
FAX  
PFLINE @ AOL.COM  
eMAIL

BID FORM

Mark Envelope: 2023 PAVEMENT MARKING PROGRAM

To the Clerk:

The undersigned, having full knowledge of the site and the specifications for the following improvements, and the conditions of this proposal, hereby agrees to furnish all services, labor, materials and equipment necessary to complete the entire project, according to the plans and specifications and completion dates, and to accept the unit prices specified below for each item as full compensation for the work in the proposal.

NUMBER OF DAYS TO COMPLETE: 20 days  
(NOT MORE THAN 80 WORKING DAYS)

The total amount of the bid based on the approximate quantities given below and the price specified by the bidder amount to the sum of:

85,710.40

UNIT PRICE CONTRACT

For the 2023 PAVEMENT MARKING PROGRAM in the City of University Heights, Cuyahoga County, Ohio, in accordance with the plans and specifications.

ITEM NO.	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE	TOTAL PRICE
943	EDGE LINE, 4", TYPE 1	MILE	1.88	600.00	1128.00
943	LANE LINE, 4", TYPE 1	MILE	6.91	450.00	3124.80
943	CENTER LINE, TYPE 1	MILE	4.42	950.00	4199.00
942	CHANNELIZING LINE, 8", TYPE 1	FT	2450	0.45	1102.50
942	STOP LINE, TYPE 1	FT	5957	2.00	11914.00
942	CROSSWALK LINE, 12", TYPE 1	FT	27597	1.50	41395.50
942	CROSSWALK LINE, 24", TYPE 1	FT	1226	2.00	2452.00
942	TRANSVERSE / DIAGONAL LINE, TYPE 1	FT	1459	2.00	2918.00
942	ISLAND MARKING, TYPE 1	SF	55	2.00	112.00
942	SCHOOL SYMBOL MARKING, TYPE 1	EA	11	325.00	3575.00
942	PARKING LOT STALL PMARKING	FT	383	5.00	1915.00
942	LANE ARROW, TYPE 1	EA	64	45.00	2880.00
942	WORD ON PAVEMENT, 72", TYPE 1	EA	12	55.00	660.00
942	DOTTED LINE, 4", TYPE 1	FT	2217	1.80	3990.60
942	BIKE LANE SYMBOL MARKING, TYPE 1	EA	40	100.00	4000.00
942	YIELD LINE, TYPE 1	FT	88	4.00	344.00

Bid Total 85,710.40

The undersigned bidder acknowledges that various items contained herein may or may not be performed and the amounts paid to the undersigned will be for those items executed at the unit price listed, or calculated from the contingent rates submitted.

EXECUTED AT Ravenna Ohio THIS 12 DAY OF April, 2023

BY: [Signature]  
(SIGN IN INK)

TITLE: James Wimmer, President  
(OWNER, PARTNER, OR CORPORATE OFFICER)

VENDOR (PLEASE FILL IN):  
 NAME: JD Striping & Services, Inc.  
 ADDRESS: 438 Beecher Ave  
 CITY, STATE & ZIP CODE: Ravenna OH 44126

PHONE: 330-296-7151  
 FAX: 330-296-0161  
 EMAIL: jstriping@adl.net

**2023 PAVEMENT MARKING PROGRAM**

CITY OF UNIVERSITY HEIGHTS

**BID TAB - PROJECT TOTALS**

BIDS OPENED: 14 APRIL 2023 @12:00

	PAT FLOWERS, INC.	ENGINEER	JD STRIPING & SERVICE, INC.
<b>BID TOTAL:</b>	<b>\$56,131.15</b>	<b>\$78,237.30</b>	<b>\$85,710.40</b>



2023 PAVEMENT MARKING PROGRAM

CITY OF UNIVERSITY HEIGHTS

BID TAB - UNIT \$ ANALYSIS

BIDS OPENED: 14 APRIL 2023 @12:00

BIDDER	BID TOTAL
PAT FLOWERS, INC.	\$ 56,131.15
ENGINEER	\$ 78,237.30
JD STRIPING & SERVICE, INC.	\$ 85,710.40

CMS	ITEM DESCRIPTION	QUANTITY	UNIT	BIDDER	Data	
					UNIT PRICE \$	TOTAL COST \$
647	EDGE LINE, 4", TYPE 1	1.88	MILE	ENGINEER	\$400.00	\$ 752.00
				PAT FLOWERS, INC.	\$560.00	\$ 1,052.80
				JD STRIPING & SERVICE, INC.	\$600.00	\$ 1,128.00
	<b>EDGE LINE, 4", TYPE 1 AVERAGES</b>				<b>\$620.00</b>	<b>\$ 977.60</b>
LANE LINE, 4", TYPE 1		6.51	MILE	PAT FLOWERS, INC.	\$280.00	\$ 1,822.80
				JD STRIPING & SERVICE, INC.	\$480.00	\$ 3,124.80
				ENGINEER	\$500.00	\$ 3,255.00
	<b>LANE LINE, 4", TYPE 1 AVERAGES</b>				<b>\$420.00</b>	<b>\$ 2,734.20</b>
CENTER LINE, TYPE 1		4.42	MLE	ENGINEER	\$900.00	\$ 3,978.00
				PAT FLOWERS, INC.	\$940.00	\$ 4,154.80
				JD STRIPING & SERVICE, INC.	\$950.00	\$ 4,199.00
	<b>CENTER LINE, TYPE 1 AVERAGES</b>				<b>\$930.00</b>	<b>\$ 4,110.60</b>
CHANNELIZNG LINE, 8", TYPE 1		2450	FT	PAT FLOWERS, INC.	\$0.25	\$ 612.50
				JD STRIPING & SERVICE, INC.	\$0.45	\$ 1,102.50
				ENGINEER	\$0.50	\$ 1,225.00
	<b>CHANNELIZNG LINE, 8", TYPE 1 AVERAGES</b>				<b>\$0.40</b>	<b>\$ 980.00</b>
STOP LINE, TYPE 1		5957	FT	PAT FLOWERS, INC.	\$1.50	\$ 8,935.50
				JD STRIPING & SERVICE, INC.	\$2.00	\$ 11,914.00
				ENGINEER	\$2.15	\$ 12,807.55
	<b>STOP LINE, TYPE 1 AVERAGES</b>				<b>\$1.88</b>	<b>\$ 11,219.02</b>
CROSSWALK LINE, 12", TYPE 1		27597	FT	PAT FLOWERS, INC.	\$1.00	\$ 27,597.00
				ENGINEER	\$1.25	\$ 34,496.25
				JD STRIPING & SERVICE, INC.	\$1.50	\$ 41,395.50
	<b>CROSSWALK LINE, 12", TYPE 1 AVERAGES</b>				<b>\$1.25</b>	<b>\$ 34,496.25</b>
CROSSWALK LINE, 24", TYPE 1		1226	FT	PAT FLOWERS, INC.	\$1.50	\$ 1,839.00
				ENGINEER	\$1.75	\$ 2,145.50
				JD STRIPING & SERVICE, INC.	\$2.00	\$ 2,452.00
	<b>CROSSWALK LINE, 24", TYPE 1 AVERAGES</b>				<b>\$1.75</b>	<b>\$ 2,145.50</b>
TRANSVERSE / DIAGONAL LINE, TYPE 1		1459	FT	PAT FLOWERS, INC.	\$1.50	\$ 2,188.50
				ENGINEER	\$1.75	\$ 2,553.25
				JD STRIPING & SERVICE, INC.	\$2.00	\$ 2,918.00
	<b>TRANSVERSE / DIAGONAL LINE, TYPE 1 AVERAGES</b>				<b>\$1.75</b>	<b>\$ 2,553.25</b>

ITEM DESCRIPTION	QUANTITY	UNIT	BIDDER	Data:	
				UNIT PRICE \$	TOTAL COST \$
ISLAND MARKING, TYPE 1	56	SF	ENGINEER	\$1.75	\$ 98.00
			JD STRIPING & SERVICE, INC.	\$2.00	\$ 112.00
			PAT FLOWERS, INC.	\$2.00	\$ 112.00
<b>ISLAND MARKING, TYPE 1 AVERAGES</b>				<b>\$1.92</b>	<b>\$ 107.33</b>
SCHOOL SYMBOL MARKING, TYPE 1	11	EA	PAT FLOWERS, INC.	\$80.00	\$ 880.00
			ENGINEER	\$300.00	\$ 3,300.00
			JD STRIPING & SERVICE, INC.	\$325.00	\$ 3,575.00
<b>SCHOOL SYMBOL MARKING, TYPE 1 AVERAGES</b>				<b>\$235.00</b>	<b>\$ 2,585.00</b>
PARKING LOT STALL PMARKING	383	FT	PAT FLOWERS, INC.	\$0.75	\$ 287.25
			ENGINEER	\$3.00	\$ 1,149.00
			JD STRIPING & SERVICE, INC.	\$5.00	\$ 1,915.00
<b>PARKING LOT STALL PMARKING AVERAGES</b>				<b>\$2.92</b>	<b>\$ 1,117.00</b>
LANE ARROW, TYPE 1	64	EA	PAT FLOWERS, INC.	\$35.00	\$ 2,240.00
			ENGINEER	\$40.00	\$ 2,560.00
			JD STRIPING & SERVICE, INC.	\$45.00	\$ 2,880.00
<b>LANE ARROW, TYPE 1 AVERAGES</b>				<b>\$40.00</b>	<b>\$ 2,560.00</b>
WORD ON PAVEMENT, 72", TYPE 1	12	EA	PAT FLOWERS, INC.	\$35.00	\$ 420.00
			ENGINEER	\$40.00	\$ 480.00
			JD STRIPING & SERVICE, INC.	\$55.00	\$ 660.00
<b>WORD ON PAVEMENT, 72", TYPE 1 AVERAGES</b>				<b>\$43.33</b>	<b>\$ 520.00</b>
DOTTED LINE, 4", TYPE 1	2217	FT	PAT FLOWERS, INC.	\$1.00	\$ 2,217.00
			ENGINEER	\$1.25	\$ 2,771.25
			JD STRIPING & SERVICE, INC.	\$1.80	\$ 3,990.60
<b>DOTTED LINE, 4", TYPE 1 AVERAGES</b>				<b>\$1.35</b>	<b>\$ 2,992.95</b>
BIKE LANE SYMBOL MARKING, TYPE 1	40	EA	PAT FLOWERS, INC.	\$40.00	\$ 1,600.00
			JD STRIPING & SERVICE, INC.	\$100.00	\$ 4,000.00
			ENGINEER	\$150.00	\$ 6,000.00
<b>BIKE LANE SYMBOL MARKING, TYPE 1 AVERAGES</b>				<b>\$96.67</b>	<b>\$ 3,866.67</b>
YIELD LINE, TYPE 1	86	FT	PAT FLOWERS, INC.	\$2.00	\$ 172.00
			JD STRIPING & SERVICE, INC.	\$4.00	\$ 344.00
			ENGINEER	\$7.75	\$ 666.50
<b>YIELD LINE, TYPE 1 AVERAGES</b>				<b>\$4.58</b>	<b>\$ 394.17</b>