

**CITY OF BURLINGTON  
KIT CARSON COUNTY  
CITY COUNCIL  
WORK SESSION  
AGENDA  
01-2020  
COMMUNITY BUILDING ROOM A  
340 S 14<sup>TH</sup> STREET  
January 13<sup>th</sup>, 2020  
6:30 PM**

- 1 Call to Order**
- 2 Pledge of Allegiance**
- 3 Consent Agenda Items**  
*Any consent agenda item may be removed from the Consent Agenda and placed under Business if discussion is desired. Otherwise, one motion will pass all items.*
- 4 Public Comment**
- 5 Unfinished Business**
  
- 6 New Business**
  - a. Approval of IT Managed Services Provider proposals
  - b. Ken Fox – Discussion with City Council regarding citizen concerns with local law enforcement
  
- 7 Reports from City Departments**  
Administrator- Jim Keehne  
Clerk– Suzanne Velasco
  
- 8 Council Comments**
  - A. Mayor Dale Franklin
  - B. Kamron Weisshaar
  - C. Mark Burghart
  - D. Melvin Gilley
  - E. Harold Mc Nerney
  - F. Greg Swiatkowski
  - G. Paul Velasco
  
- 9 Adjournment**

*Emergency matters that may come before Council may be discussed with decisions to be ratified at a subsequent Council meeting.*



January 13, 2020

## City Administrator's Summary Report

December 16, 2019 – January 13, 2020

### Administration.

- The 2020 Budget and accompanying Ordinances and Resolutions has been digitally filed with Colorado Department of Local Affairs as statutorily required. Submissions of these documents must be completed prior to January 31<sup>st</sup> of every year. The agency will review information to ensure compliance with all State laws regarding budgeting and accounting and also use this information when it comes to appropriating additional funds to communities in the form of Grants and Loans.
- Atwell, LLC Service Order for 3 Phase Conceptual Design and Estimate of Sub Station was executed and Atwell has begun the information gathering stage of phase one that will include design work. Atwell has been talking with both XCEL Energy and Tri-State Electric regarding proceeding with bringing a new transmission line in to service the City. Preliminary discussions with them have indicated that neither is interested in providing the City with transmission line and they wish to have the City own and maintain the transmission line. Cost for this is \$650K per mile which without grant funding and loans would be too excessive to take on. We are currently discussing other options at this time and will be meeting in person the week of January 20<sup>th</sup> to begin charting the appropriate course of action. Will keep you informed.
- Skarco is in the process of securing bonding for the Airport Turnaround Project. With this in place we are confident that project can be well underway in early spring, to be completed 45 days after start. We hope that there will be minimal disruption to airport operations during this time.
- Still no word from CDPHE as to their acceptance of the Final Copy of Preliminary Engineering Report Nitrate Removal Treatment prepared by Merrick for Burlington and submitted to them as our final report.
- Utility Asset Management who we contracted with to perform pole inspection and pole mapping throughout Burlington, has completed the mapping and GIS coordinates, and testing of all City poles. 1742 total poles were inspected and rated. 1335 poles tested fine, 251 were yellow tagged indicating they need to be retested in 5 years, 146 poles were red tagged indicating they need to be replaced. Currently Electric Department is reviewing red tagged list and prioritizing replacement. Pole replacement will begin in 2020, with a goal of 50 of the red tagged poles replaced this year.
- Working with the City Attorney to develop new language and ordinances for Title 17 of the Burlington Municipal Code pertaining to zoning. Ordinances are being developed to reflect the necessary changes in our zoning map and the necessary changes in code as it pertains to allowing for mobile home use where mobile home use already exists as non-conforming structures in specific areas of our community. I have contacted North Wind Survey to develop new zoning map so that Ordinance can be drafted and filed with County, with meeting scheduled for this

week. Zoning map will be developed in conjunction with new map to show City boundaries after annexation processes have run their course.

- Planning and Zoning meeting has been scheduled for January 21, 2020, 5:00 PM, Room A of the Community Center. New business will consist of review of Carousel Court petition for annexation, and to inform of other potential annexations and zoning/building issues, i.e. new baseball/softball complex and park model construction.
- The County has advised that they will provide the City with the generator removed from the County building during the remodel last year, to be used to provide backup power during emergency type situations such as power outages. The generator would be sited at the Community building to provide for power to certain areas during prolonged outages, providing for those citizens in need of oxygen or other services, heat, kitchen operations (hopefully). We are working with electrical contractors to determine siting, wiring/switch needs and if generator will supply sufficient power needs. Will keep you apprised of further developments.
- Draft Copy of Ballot Language for Sales Tax Increase for April 2020 election is provided for your review. Not that language contained in ballot earmarks additional tax funds to be utilized for street maintenance and repair, equipment acquisition, and park and recreation type concerns. Considering exempting motor vehicle sales from this increase.

## Operations

- Water/Wastewater
  - With regional power outage that occurred December 28<sup>th</sup>, all well pumps went down, including the high speed pumps that push water from the blending plant to the water tower. Once the outage was over, all pumps were placed back on line. During the outage, the City did not run out of water though levels were reduced to a minimum level. No problems have occurred since the outage.
  - Bacterial Sampling at all wells in process
  - Composite Testing at Wastewater Treatment Facility is underway
  - Conducting process control and nitrate testing at blending plant and contributing wells
  - Sewer line repair West Alley 200 block 14<sup>th</sup> Street. Root intrusion into line caused line backup into business located on Lowell Avenue, line replaced.
  - Received word from CDPHE that our wastewater treatment facility must have an operator in responsible charge (ORC) in place that holds the proper licensure as established by state regulations. In September, CDPHE re-classified our facility and now require a Class C discharge license. Wastewater has contracted with an ORC to meet this requirement and are working toward Class C licensing requirements. Additionally, CDPHE has that effluent BOD and Chlorine concentrations are consistently exceeding standards, and now require the City to submit reports electronically, and to have a licensed engineer evaluate the facility and prepare a report as to what can be done differently so as not to exceed standards. Currently, we monitor daily effluent from the plant, and make manual adjustments to the system. Adjustments are always performed in arrears so we will be looking to upgrade existing data capturing systems. We will be contracting with Merrick, our water and wastewater engineer to provide the State with the proper documentation.

- Parks
  - Mower maintenance and repair operations underway.
  - Cleaning and maintenance of equipment taking place.
  - Park signage being re-painted
  - Assisting with removal of memorial boards, and Christmas Decorations
  - Bathroom cleaning and rehabilitation taking place at both Parmer and Outback Parks
  
- Streets
  - Street sweeping underway
  - Pot hole repair and maintenance in process.
  - Grading and cleaning of alleys underway.
  - Assisting with removal of Memorial Boards and Christmas decorations
  - Cleaning out storage shed at Shop Building
  
- Electric
  - Working with Administration and Atwell to provide information concerning substation design and engineering.
  - Repair/replacement of street lights
  - Creating priority list for 2020 pole replacement plan
  - Working with property owner for pole removal and re-routing electrical lines.
  - Removal of Christmas decorations

## IT

- Received one bid for providing Managed Services from our existing provider. Bid is provided for your review. Of note is that bid is within the 2020 budget amount.

## Public Safety

- Job Announcement for Chief of Police position has been posted on City web-site, Record, CACP, CML. Applications for position were accepted from December 16<sup>th</sup> – January 3<sup>rd</sup>, during which five applications, resumes, and cover letter were received. Review of documents has taken place and attached for your review is the remainder of the hiring process still to occur, with dates provided. Process was developed and will be implemented through consulting services provided by Fort Morgan Chief of Public Safety, Paul Schultz. Chief Schultz has a great deal of experience in hiring processes for Chief of Police positions, has served as President for Colorado Association of Chief's of Police, has 25 years of Chief experience and is credentialed through several leadership and law enforcement command schools. He has been nationally recognized for developing publications for managing and improving operations in rural law enforcement agencies. Great to have an experienced and competent Chief to assist in assessing the competencies and abilities of our applicants. Note that the date of the Assessment Center testing is February 12<sup>th</sup>. Currently arranging for all of this to take place.
- Currently accepting applications for police officer and Neighborhood Services position.
- Sgt. Nate Hill resumed his employment with the City, December 16<sup>th</sup>, and has provided for increased supervision and direction, and will be acting as person in charge until such a time as new Chief is appointed.

## **Airport**

- Airport Turnaround Project will be delayed until Spring as FAA is requiring a 100% performance and 100% payment bond for contractor on project. Skarko Construction, contractor on project has indicated that bonding is in process and timeline to get started early in Spring will be achieved.
- Performing maintenance and cleaning of Airport grounds and Equipment.
- Grant payment submittals are being regularly performed.

## **Intergovernmental/Upcoming Events**

- January 17, 2020 – Video phone Interviews of all Chief of Police Applicants
- January 21, 2020. 5:00 P.M. – Planning and Zoning Meeting – Community Center

**BALLOT LANGUAGE FOR 2020 ELECTION CONCERNING SALES TAX INCREASE - DRAFT**

SHALL CITY OF BURLINGTON TAXES BE INCREASED \$900,000 ANNUALLY IN THE FIRST FISCAL YEAR (2021), AND BY WHATEVER ADDITIONAL AMOUNTS ARE RAISED ANNUALLY IN EACH SUBSEQUENT YEAR, THROUGH A ONE AND ONE-HALF PERCENT (1.5%) INCREASE IN THE CITY SALES AND USE TAX RATE (INCREASING THE CITY SALES AND USE TAX RATE FROM TWO PERCENT (2%) TO THREE AND ONE-HALF PERCENT (3.5%)), COMMENCING ON JULY 01, 2020 AND CONTINUING IN PERPETUITY, THE REVENUES FROM SUCH ONE AND ONE-HALF PERCENT (1.5%) INCREASE TO BE USED SOLELY FOR THE PURPOSES OF PUBLIC ROADS, INCLUDING STREET IMPROVEMENT, REPAIR AND MAINTENANCE CONCERNS, AND EQUIPMENT NEEDS, AND TO THE EXTENT FUNDS ARE AVAILABLE FOR PARKS AND RECREATIONAL CONSTRUCTION, OPERATION AND MAINTENANCE OF EXISTING FACILITIES, AND FUTURE PROJECTS AS APPROVED, AND SHALL THE TAX REVENUES DEPOSITED IN THE CITY GENERAL FUND AND ALL EARNINGS THEREON (REGARDLESS OF AMOUNT) CONSTITUTE A VOTER APPROVED REVENUE CHANGE AND AN EXCEPTION TO THE REVENUE AND SPENDING LIMIT OF ARTICLE X, SECTION 20 OF THE COLORADO CONSTITUTION.

### Chief of Police Hiring Process

December 16, 2019 – January 3, 2020

Application – Cover Letter – Resume – References

Open Electronic Submittals

January 4 – 10, 2020

Document Review

Score for Qualifications, develop finalists

January 17, 2020

Skype Interview

Narrow down finalists – up to 3

February 12, 2020

Hybrid Assessment Center/Oral Board

Score

Meet/Greet/Dinner w/Executive Team and  
Assessment Group/PD members

Written Assessment provided by PD members  
and Executive Team

February 13, 2020

Top 2 or if tie, interview by City Administrator

Final decision

February 14, 2020

Conditional offer of employment

Negotiate Contract

February 17-28, 2020

Post Conditional Offer Testing

drug screen, background investigation,  
psychological examination, physical  
examination



[www.burlingtoncolo.com](http://www.burlingtoncolo.com)

415 15th Street \* PO Box 366 \* Burlington, CO 80807 \* Phone 719.346.8652  
email: [suzanne.velasco@burlingtoncolo.com](mailto:suzanne.velasco@burlingtoncolo.com)

To: Council  
From: Clerk's Office – Suzy Velasco  
Date: 1/10/2020  
Re: Report for 1/13/2020 Council Meeting

#### **Past & Current Items**

- Planning for the 2020 Election is underway.
  - A calendar identifying key candidate deadlines has been established
  - Nomination petition packets have been developed and can begin circulation on February 7<sup>th</sup> for electors seeking office
  - Working with Administrator to identify requirements & deadlines regarding ballot items to be included in the election
    - Ballot items include a proposed sales tax increase and a proposed revision to the City Charter to update our election process in order to align with requirements and deadlines set forth in state statutes.
- Social media communication from official City accounts during the power outages was largely well received. It is my goal to continue this practice and maintain a steady presence during potential future service outages to ensure the public is kept informed and to stay ahead of misinformation whenever possible.
- Development of 2020's Safety Training curriculum utilizing CIRSA's resources

#### **Upcoming Items**

- Pinnacol Worker's Compensation Annual Audit
- Continue Election planning
- Drafting a Resolution allowing for appointment of Election Judges
- Completing transition of IT duties to Managed IT Services provider
- Election training webinars through CML – 3 remaining



# BURLINGTON COLORADO

SINCE 1888

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email: [suzanne.velasco@burlingtoncolo.com](mailto:suzanne.velasco@burlingtoncolo.com)

- **Notify Me Statistics as of 1/10/19:**
  - **Calendar Subscriptions**
    - 373
  - **Agendas Module**
    - Subscribers - 28
  - **Newsflash Subscriptions**
    - Business - 47
    - Community - 89
    - Government – 50
  - **Jobs Module Subscriptions**
    - 34
  - **Bids Module Subscriptions**
    - 62
  - **Total Subscriptions**
    - 683
- **Facebook Statistics as of 12/12/19**
  - 1053 likes (Burlington, CO page)

# Reach Solutions, Inc.

## Request for Proposal Response

### Information Technology – Managed Services

City of Burlington, Colorado

Attention: James Keehne

415 15<sup>th</sup> Street

Burlington, CO 80807

January 9, 2020



Dear Mr. Keehne:

Regarding your request for proposal, Reach Solutions is thrilled about the opportunity to provide you with a response to the Information Technology Managed Services request. Specializing in the government, education and healthcare verticals, we believe alignment with our organization places further value on your current IT investment and provides an opportunity for you to make calculated, informed, and budget-conscious decisions about your IT infrastructure. With local roots, an appreciation for rural America as OUR home and the professional expertise to be YOUR “trusted IT advisor”, we bring to the table a wealth of knowledge, experience and professionalism to fulfill your technology needs. The following outlines our core service areas that drive our operations:

**SERVICE TEAM:** The service team is the heart of our operation. Solving end user requests, training, and fixing problems are all handled within the service team. Led by our service manager, these talented professionals also make up our pool of on-call technicians. No overseas call center and first level technicians are utilized at Reach Solutions. With the ability to efficiently expand and contract the amount of staffing resources assigned to a particular problem/issue, we are able to support our clients no matter what the situation.

**PROJECT TEAM:** The project team is a mix between the service team and some project management folks to carry-out strategically planned projects for our clients. Keeping track of budgets, time, and resources along with implementing new technology or re-designing old technology is the focus of the project team. On time, on budget and on scope is our objective with the project management team.

**MANAGEMENT TEAM:** The management team consists of the Virtual Chief Information Officer (vCIO), the Technical Account Manager (TAM) and the Vice President of Operations. Strategic vision, budget preparation, overall account management, customer satisfaction and conflict resolution are the mainstays of the management team.

**TECHNOLOGY ALIGNMENT TEAM:** The technology alignment team is a sub-team of the management team. Consisting of the vCIO and the TAM, the alignment team regularly meets with leaders of the organization to assist in aligning the organization with industry standards and best practices. For those organizations that are bound by compliance regulations, this team analyzes the overall compliance environment and makes recommendations to management. This team is focused on moving the

organization forward at a constant pace while assessing and remediating risks to the organization.

Included, as requested, is our sealed cost proposal/quote for your consideration. We sincerely appreciate the opportunity to provide managed IT services to the City of Burlington. As a small company embedded within the local economy, we value each client relationship we create while positively impacting the communities we serve.

Best of luck to you as you embark upon this journey to find the ideal managed IT services company for your environment. If you have any questions, please feel free to contact me.

Sincerely,

Reid Raile, vCIO

Reach Solutions, Inc.

[reid@reachyoursolution.com](mailto:reid@reachyoursolution.com)

800-520-8938 (o)

785-325-9922 (c)

The following is our response to the questions asked within the Request for Proposal.

- ❖ Length of time in business
  - *Formed in 2012, Reach Solutions has been in business for seven years.*
- ❖ Total number of clients
  - *Reach Solutions currently supports 153 servers and 1,848 workstations within 58 clients. Most of our clients are located within Kansas, however we do provide support for some agencies in Nebraska and California as well. We specialize in the healthcare, government, and education verticals.*
- ❖ Number of full-time personnel in consulting, installation and training, administrative support
  - *We currently have 14 full-time personnel in these roles.*
- ❖ Location of office which would service this account
  - *The City of Burlington would be primarily served out of our Saint Francis, Kansas, branch. Depending on the issue/project, we may utilize staffing resources from our central Kansas location as well.*
- ❖ Describe how your firm is positioned to provide the services listed above and provide a history of experience on providing similar services
  - *With technical staff located in Burlington, Colorado, we believe we are well suited to be your managed services provider of Information Technology. We understand that local technology resources are scarce in this area and we strive to fulfil this gap with well educated, professional and courteous staff. Since 2012, we have been providing remote managed IT services to organizations very similar to yours. We are familiar with the needs and compliance issues facing local city governments and have aligned ourselves to provide these same services to several municipalities.*
- ❖ Describe your approach to providing these services and your methodology for providing on-going support.
  - *Our approach to providing managed IT services is very simple and are found in our roots. Local, home-grown, staff that understand the unique challenges of rural America and provide a professional service to not only our clients but the communities we reside in. We are local tax payers ourselves, and appreciate a favorable return on investment in technology solutions.....a goal we strive for.*
- ❖ Provide the name, title, address and telephone number of three references for clients to whom you have provided similar services. Please provide information referencing the actual services provided, customer size (number of users), and the length of tenure providing services to this client.

- Goodland Regional Medical Center
  - Contact Information: Ronald Robinson, MD, MPH, MBA, FACHE, CEO/CMO  
NW Kansas Managed Hospitals, 220 West 2<sup>nd</sup> Street, Goodland, KS, 303-868-1724
  - Services: Fully Managed IT Contract: 186 workstations, 15 servers, Security Compliance, Hardware as a Service, Network as a Service, VoIP Phone System
  - Users: 176
  - Tenure: Client since July of 2019
- City of Lindsborg
  - Contact Information: Greg Dumars, City Administrator, 101 South Main, Lindsborg, KS, 785-227-3355
  - Services: Fully Managed IT Contract: 34 workstations, 1 server
  - Users: 38
  - Tenure: Client since August of 2016.
- Cheylin USD 103
  - Contact Information: Steve Raymer, Superintendent/Principal, 605 Bird Ave, Bird City, KS, 785-734-2341
  - Services: Fully Managed IT Contract: 23 workstations
  - Users: 170
  - Tenure: Client since January of 2014
- ❖ Staff Resources – identify the names of key personnel who will provide the information technology services to the City of Burlington. Summarize the experience and technological expertise of these staff members. Describe the role and responsibilities that each of these individuals will have. The local availability of staff that will be providing these services shall be an important consideration.
  - *Matt Wilson, VP of Operations. Co-Founder of Reach Solutions, Matt has over 16 years of experience in information technology and is located in Saint Francis. Formally educated, Matt's experience comes from working for other managed services IT companies. As VP of Operations, Matt assists both the technical and account management departments in leading the future of Reach Solutions. When not providing IT services, Matt is true to our local, home-grown roots, and is tending to his cow herd or helping his boys with 4-H animals. A true family man, Matt represents the logistical arm of the operation.*
  - *Reid Raile, Virtual Chief Information Officer. As vCIO, Reid will serve as the account manager for this proposed venture and resides in Saint Francis. Budgeting, strategic planning, meeting attendance, compliance alignment, service procurement and conflict resolution are his core responsibilities. With a*

*diverse background in both healthcare and information technology including Network Engineer, Director of IT, HIPAA Compliance Officer, as well as an Advanced Emergency Medical Technician, Reid has profound experience in compliance within the IT realm. Reid will serve as your “trusted advisor” for technology with 21 years of experience. Another local, home-grown, family man, you will find Reid either helping in the family farming/ranching operation or with his family enjoying the great outdoors.*

- *Paul Velasco, Technical Account Manager. As the TAM for this proposed venture, Paul will be the main technical contact residing in Burlington. Boasting 12+ years in both management and technical work, Paul’s previous IT Director responsibilities bring tremendous value to our clients. Not only a savvy technician, Paul can wear his management hat to help make informed decisions with clients when necessary. Paul is a great communicator, a local, home-grown family man, and a loyal supporter to the clients he serves.*
- *Scott Warren, Field Technician. As a field technician, Scott is on the front lines of technical support and resides in Saint Francis. Trained by Reach Solutions, Scott is a general technician and shares the responsibility of receiving help desk calls with the TAM. Courteous and professional, Scott’s demeanor is welcomed by our current clients. With four years of experience, Scott is our certified firewall technician and is no stranger to client security. Being raised in Saint Francis, Scott enjoys his time at home with family.*
- ❖ **Is help desk support available?**
  - *Yes – help desk is one of our core business services.*
- ❖ **When is support available? (indicate XX a.m. to XX p.m. Mountain time and the days of the week)**
  - *Support is available 24x7x365 for all our clients. We pride ourselves on being able to provide this on-call support with our existing technical staff. We do not outsource any of our on-call responsibilities. The same technical crew that shows up on-site during normal business hours, supports your organization remotely after hours.*
- ❖ **Will at least weekly on-site visits be available to ensure all IT issues are addressed.**
  - *Weekly on-site visits are available with a frequency to be determined by the needs of the organization.*
- ❖ **How are charges for support structured, documented and tracked?**
  - *All support requests are entered into a ticketing system and thoroughly documented. By utilizing an electronic system tracking, escalation, and resolution metrics are recorded. Access to this ticketing system by the client is accomplished*

*utilizing a secured website portal. Charges for supporting the IT environment are included in the monthly contract..*

- ❖ Please describe your problem escalation process, including
  - Initial problem identification (hand-off from help desk)
    - *Some problems are identified and remediated internally without client involvement. This is part of our service managers quality assurance program and our dedication to customer service. On occasion, the client will bring forth issues that can't be addressed by the first level technicians. It is our hope that our technicians identify these situations themselves, however; if not, the account manager is readily available and has the authority/responsibility to address these issues.*
  - Triage for priority and severity of problems
    - *We encourage our clients to triage their own issues. We've found that only the end user really knows the true impact of the problem. We encourage our clients to utilize direct verbal communication when problems arise that are of a high importance or greater severity. The person-to-person verbal communication enables for the fastest response and the quickest resolve along with providing for immediate closed loop communication.*
  - Steps for resolving problem escalation when a solution is not forthcoming
    - *Ticket status is constantly being reviewed by our service manager in order to provide top-level support. Automatic reminders, follow-ups, and post issue evaluation surveys assist with this process. As a small company, you receive individual attention as we don't have a multi-tier process for problem resolution/escalation. Client administration will be given cellular phone numbers to both the vCIO and the VP of Operations for any issue resolution as they deem necessary.*
  - Final authority regarding conflicts
    - *Depending on the circumstances, both the vCIO and the VP of Operations have the authority along with the responsibility of resolving any client issues to the satisfaction of the client. We make ourselves available at all levels within the company to address our clients' needs. We still believe in a handshake and fully respect the implied responsibility of extending our hand.*
- ❖ Indicate your response time and goal, and your statistics regarding meeting that goal.
  - *As to be expected, our response time is determined by technician availability and issue priority. If not specified by the requestor, our default tickets are of medium priority and are most often remotely addressed by the helpdesk technician*



*designated for that day. A helpdesk technician is on-call 24x7x365 for our clients. If the helpdesk technician or service manager feels the issue needs assigned to a specialty technician or an onsite technician, those tickets are generally answered within 2 days for medium priority tickets. Any ticket that is high priority is handled same day if not immediately. Our average response time across all clients is 0.14 hours for the year 2019.*

- ❖ The proposal must contain a fee schedule that includes rates for proposed services.
  - The fee schedule is included in the sealed cost proposal
- ❖ Describe how your services are priced, and any specific pricing you can provide.
  - *In general, our services are priced in recurring monthly contract expense and then also in non-recurring project expense. To determine if the item of interest/issue is covered under the contract or as a non-recurring project expense, we ask if the item was present in the environment when the contract was signed. If it was, then it is covered under the monthly contract. If it wasn't, it will be covered as a project expense. Before any additional costs are occurred above the contract, a quote will need to be signed by city administration. Specific pricing is included in the sealed cost proposal defining a one-year term.*
- ❖ Define any additional charges (e.g. travel expenses, tasks beyond scope of contract, etc.).
  - *The City of Burlington is located within our "local" service area and we will not be charging travel expenses. Tasks beyond the scope of the contract will be quoted and billed as non-recurring project expenses. Most software is purchased on a monthly or annual recurring subscription.*



To: City of Burlington



From: Reid Raile  
[reid@reachyoursolution.com](mailto:reid@reachyoursolution.com)  
 800-520-8938

Date: 1/9/2020

Complete Outsourced IT. All inclusive 24/7 management and support of technology infrastructure.  
 1 Year Agreement

	Total
<b>The Reach FREEDOM Platform</b>	\$5,725.00
<b>Virtual CIO</b> Meeting attendance, compliance assistance, technology guidance, budgeting, etc.	<i>Included</i>
<b>Server Pro Management</b> 24x7 Management and support of all existing Windows Servers. Service Availability Monitoring, Unlimited Remote Control Support, Unlimited On-Site Support, Emergency After Hour Support, Event Log Monitoring, Drive Space Monitoring, Backup Management, Software Patch Management, User Account Administration File Sharing Permission Administration, Security Administration	<i>Included</i>
<b>Network Infrastructure Management</b> 24x7 Management and support of all existing Network Infrastructure. Includes network management, troubleshooting, audio/video conference support and fixing issues with access points and switches.	<i>Included</i>
<b>Desktop Pro Management</b> 24x7 Management and support of all existing Computers and Users Microsoft and 3rd Party security patch management, mobile device management Unlimited onsite/remote/after hours support with inventorying of all IT assets	<i>Included</i>
<b>Reach Protection Plan</b> ~ AI AntiVirus ~AntiSpam ~ Anti Phishing w/ Training ~ Email Backup ~ Email Encryption ~ Password Management ~ DarkWeb monitoring	\$1,000.00
<b>Major Upgrades and New Implementations</b> Consultations, Planning, and Management of New Network Infrastructure, New Server infrastructure, Major Upgrades, and New Software Applications are included. Actual implementation to be quoted per project at \$125/hr.	<i>Per Project</i>
*** Does not included Software or Hardware purchases *** *** Does not include labor due to Natural Disasters *** *** Does not include Phone System Support ***	
~ Tax not included	
Monthly Recurring Total	\$6,725.00

Opened 2:17 pm  
 1/9/2020  
 C... 011

*Samuel*