WEST VIRGINIA WATER DEVELOPMENT BOARD MINUTES

The West Virginia Water Development Board met at 11:00 a.m. on Tuesday, March 15, 2022, at the Water Development Authority's ("WDA") office in Charleston, West Virginia. Notice of the meeting was posted on the Secretary of State's online meeting notice database. Those wanting to attend the meeting could do so in person. Tina Parker recorded the minutes of the meeting. After the Roll Call, the Chair declared a quorum.

BOARD ATTENDEES:

Ann V. Urling, Chair as designee for Honorable Governor Jim Justice, present

John Miller, Member, present

Gary Sutphin, Member, present

Michael Duplaga, Member, present

Amy Swann, Member, present

Stephanie Hickerson, as designee for the Commissioner of the Bureau of

Public Health, present

Katheryn D. Emery, as designee for the Secretary for the Department of

Environmental Protection, present

OTHER ATTENDEES:

Marie Prezioso, WDA, Executive Director

Samme Gee, Esq., Jackson Kelly PLLC, Counsel to the Board

Brock Jarrett, WDA, CFO and Committee Secretary/Treasurer

Sheena Chadwell, WDA

Tina Parker, WDA

Brandon Crace, WDA

Kanti S. Patel, American Geotech, Inc.

APPROVAL OF MINUTES

The minutes for the meeting held on Friday, October 8, 2021, were presented for approval. MOTION: Moved by Mr. John Miller; Seconded by Mr. Gary Sutphin; Passed unanimously.

RESOLVED, That the minutes of the Board meeting held on October 8, 2021, are approved.

BUILDING AND FACILITIES REPORT

Elk River Slope Stability Repair-

Mr. Brandon Crace and Mr. Kanti Patel from American Geotech, Inc. gave an update on the Elk River Slope Stability Repair project, cost increase and timetable. The Board received a DRAFT of the Bid Proposal and Legal Notice in the Board Packet. In addition to staff review, legal counsel will also review the bid specks. Mr. Patel reported cost estimates have increased by as much as 37% due to an increase in material costs and availability. The actual cost will not be known until bids are received. Ms. Marie Prezioso reported this will be a cost to the WDA and

she could not find any federal grants available to fund the project. Mr. Patel estimated it will take 90-120 days to complete. The project may take longer if materials are not available. No further action by the Board was needed.

FINANCIAL REPORT

Mr. Brock Jarrett reported the grants and loans closed for this fiscal year as of February 28, 2022. He also summarized the Balance Sheet and Income Statements. Prezioso reported on the Economic Development projects closed. The Financial Report was included in the Board Packet. Mr. Jarrett also addressed Board member Ms. Amy Swann's question as to whether the Board should consider requiring staff to amortize bond discounts and premiums on the effective interest method rather than straight line method as mentioned in the Audit letters from Brown Edwards. Mr. Jarrett reported changing accounting methods would be costly and would not make a material difference.

Ms. Prezioso summarized that staff reviewed with Piper Sandler assistance all outstanding bonds for possible refunding opportunities to save money. To do tax exempt bonds issues, a refunding issue will need to be a current refunding. Currently Loan Program III is in the time frame to begin working on a current refunding. Additionally, the one private placement can be refunded at any time. It was done as a bank private placement. There are two issues that staff is asking the board for authorization to pursue. Before any of the issues are refunded, we will need to come back to the Board for approval and then receive the Governor's direction. A copy of the Piper Sandler review was in the Board packet. Ms. Samme Gee summarized the motions. MOTION: Moved by Mr. Miller; Seconded by Ms. Kathy Emery; Passed unanimously.

RESOLVED, That the Board Authorize the Executive Director, Staff and Financing Team to Pursue the Refunding Of Certain Outstanding Bonds Issued By The Water Development Board Of The West Virginia Water Development Authority And Taking Such Actions As Are Necessary For The Issuance Of Such Bonds, As Follows*:

- A. \$16,015,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program III), 2012 Series A-III (AMT) issued on December 19, 2012; and \$9,775,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program III), 2012 Series B-III (AMT) issued on December 19, 2012 (collectively, the "Loan Program III Bonds"); and
- B. \$7,961,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program IV City of Moundsville), 2018 Series B-IV issued on February 28, 2018 (the "Loan Program IV Bonds"), be approved

EXECUTIVE DIRECTOR'S REPORT

Ms. Prezioso reported a busy legislative session. There were more fiscal note requests. She summarized Senate Bill 584 and House Bill 4566 passed this session of the Legislature. SB 584 eliminates the Infrastructure Fund allocation by Congressional District and made changes to the Critical Needs section for line extensions. HB4566 will create a new account at the Water Development Authority called the Economic Enhancement Grant Fund. At this time the Legislature had not appropriated any funds.

PURCHASING- RFPs

Because the Office of Technology has not responded with a proposal to the Authority in the last few years, the Authority will now need to do a Request for Proposal (RFP) for Managed IT Services.

MOTION: Moved by Mr. Miller; Seconded by Mr. Sutphin; Passed unanimously.

RESOLVED, That the Board authorize Executive Director to prepare the Request for Proposal for Managed IT services and award the contract to the lowest responsible bidder, be approved.

She also reported that staff will need to do an RFP for certain bank services. A resolution is not needed.

PERSONNEL AND LEGAL

Per West Virginia Code §6-9A-4(b)(9) and §4(b)(2)(A) Executive Session*

Chairman Ann Urling asked for a motion to go into Executive Session for personnel and legal matters.

MOTION: Moved by Ms. Emery; Seconded by Mr. Miller; Passed unanimously.

RESOLVED, That the Board go into Executive Session Per West Virginia Code 6-9a-4(B)(9) And 4(B)(2) (A) to discuss legal and personnel issues, be approved.

Board went into Executive Session at 11:36 a.m.

Board reconvened from Executive Session at 11:59 a.m. The Chair noted that no action was taken in Executive Session.

Ms. Prezioso announced that a pay raise will be across-the-board wage for all employees as authorized in the 2022 regular Legislative session. Each employee will receive an annualized increase of \$2,550.00.

MOTION: Moved by Mr. Miller; Seconded by Mr. Sutphin; Passed unanimously.

RESOLVED, That the Board authorize the 5% across the board pay raise for the WDA Executive Director and Staff as approved by the Governor and Legislature commencing for the Fiscal Year 2023, be approved.

UNFINISHED BUSINESS

There were none.

NEW BUSINESS

Next meeting date. To be determined.

ADJOURNMENT

There being no further business to come before the Board, the meeting was adjourned. MOTION: Moved by Ms. Amy Swann; Seconded by Ms. Emery; Passed unanimously.

. RESOLVED, That the Board meeting be adjourned at 12:01 p.m.

Brock Jarrett, Secretar

Minutes approved: /

Attachments:

- Resolution Authorizing the Executive Director, Staff and Financing Team to Pursue the Refunding of Certain Outstanding Bonds
- Managed IT Services

RESOLUTION AUTHORIZING THE EXECUTIVE DIRECTOR, STAFF AND FINANCING TEAM TO PURSUE THE REFUNDING OF CERTAIN OUTSTANDING BONDS ISSUED BY THE WATER DEVELOPMENT BOARD OF THE WEST VIRGINIA WATER DEVELOPMENT AUTHORITY AND TAKING SUCH ACTIONS AS ARE NECESSARY FOR THE ISSUANCE OF SUCH BONDS

WHEREAS, the West Virginia Water Development Board (the "Board") of the West Virginia Water Development Authority (the "Authority") has issued bonds for the acquisition and construction of water development projects under Loan Program III and Loan Program IV;

WHEREAS, the Board has been provided information showing a potential debt service savings for certain of the above-referenced bonds through the issuance of certain refunding bonds;

WHEREAS, the Authority has outstanding the following bonds which could be refunded for a debt service savings:

- A. \$16,015,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program III), 2012 Series A-III (AMT) issued on December 19, 2012; and \$9,775,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program III), 2012 Series B-III (AMT) issued on December 19, 2012 (collectively, the "Loan Program III Bonds"); and
- B. \$7,961,000 West Virginia Water Development Authority Water Development Refunding Revenue Bonds (Loan Program IV City of Moundsville), 2018 Series B-IV issued on February 28, 2018 (the "Loan Program IV Bonds");

WHEREAS, certain statutory requirements must be met prior to the issuance of any bonds by the Authority;

WHEREAS, it is in the best interest of the Authority and the State of West Virginia for the Authority to pursue the approvals for a refunding of the Loan Program III Bonds and the Loan Program IV Bonds for a debt service savings.

NOW, THEREFORE, be it resolved by the Water Development Board of the West Virginia Water Development Authority as follows:

1) The Executive Director and staff are hereby authorized to work with the Financing Team (hereinafter defined), hereafter defined, to obtain the approval of the Governor and such other approvals as are necessary to issue one or more series of refunding bonds to refund

all or a portion of the Loan Program III Bonds and to issue one or more series of refunding bonds to refund all or a portion of the Loan Program IV Bonds for a debt service savings of at least 3% for each series of bonds refunded.

- 2) Jackson Kelly PLLC is hereby designated as Bond Counsel and Piper Sandler & Co. is hereby designated as the Underwriter and/or Placement Agent (collectively, the "Financing Team").
- 3) The Executive Director, staff and Financing Team shall provide the Board with resolutions for approval prior to the issuance of any series of refunding bonds.
 - 4) This Resolution shall be effective immediately upon adoption.

Adopted this 15 day of March, 2022.

Secretary/Treasurer

WEST VIRGINIA WATER DEVELOPMENT AUTHORITY

Managed IT Services RFP

West Virginia Water Development Authority
[Month]/[Day]/[Year]



RRP No.: MITS-01

Due Date and Time: [Month] [Day], [Year @ 2:00pm

West Virginia Water Development Authority

Managed IT Services RFP

1. West Virginia Water Development Authority (the Authority) will receive sealed bids for a Managed IT Services Provider until 2:00 p.m. on [Month] [Day], [Year] at their office located at 1009 Bullitt Street, Charleston, West Virginia 25301, at which time and place all bids will be publicly opened and read aloud. Bids may be delivered to the Authority office or mailed. Contact person is Tina Parker at (304) 414-6500 ext. 100 or emailed to tparker@wvwda.org. All bids shall be labeled as follows in the lower left-hand corner of the envelope.

SEALED BID OPENING:

Managed IT Services Provider

BID OPENING DATE:

[Month] [Day], [Year]

TIME:

2:00 P.M.

- 2. The Authority reserves the right to reject any or all proposals and to waive any informality in the bidding. Withdrawal of bids prior to and subsequent to the bid-opening deadline shall be permitted.
- 3. A contract shall be awarded to the lowest responsible bidder whose bid, experience and performance meets the requirements of the specifications.
- 4. The Contractor shall provide all labor, tools, equipment, and safety equipment, supplies and services necessary to provide managed IT services at the following location:

The Authority's Office:

1009 Bullitt Street

Charleston, WV 25301

- 5. Any interested Contractor may contact the Authority to schedule a visit of the location where the IT Managed Services is needed at the above location, prior to the bid closing date and time.
- 6. The Contractor shall be responsible for all supervision required to satisfactorily perform the requirements of the Contract and shall not engage or use services of subcontractors without prior written approval from the Authority.
- 7. Employees of the Contractor shall conduct themselves in a businesslike and professional manner at all times.
- 8. The Contractor shall not use any product, supplies or equipment, which may be injurious or damaging to the Authority's building.
- 9. The Contractor shall be responsible for any breakage, damage and/or loss of equipment or supplies through negligence resulting from performance of contract duties.
- 10. The Contractor shall be responsible for advising the Authority Management of any suspicious or unusual items of concern or problems noted while performing maintenance, inspections, or repairs.
- 11. The Contractor shall comply with all safety instructions regarding operation of equipment and to supply and wear protective equipment where necessary. The Contractor shall exercise safety precautions at all times to prevent injury to him/her or others.

GENERAL SPECIFICATIONS

- The Contractor shall be required to carry and submit for approval evidence of worker's compensation (WV statutory limits), comprehensive general liability, occurrence basis policy, and licenses to do business in the state of West Virginia. The Contractor shall be responsible for notifying the Authority in writing of any changes in insurance coverage and shall provide renewal certificates as needed.
- The Contractor has not entered into any collusion with any person in respect to the bid for this contract.
- 3. Contractors shall be properly licensed for business with the State of West Virginia and City of Charleston and shall be responsible for payment of any and all fees and taxes required by State and local law with respect to this contract. The Authority is exempt from sales tax, and a tax-exempt certification will be provided to the selected Contractor upon request. Copies of current State and City Business Licenses shall be provided with the bid.
- 4. The contract price shall be a fixed price not subject to increase throughout the contract duration unless the Authority reserves the right to increase or decrease the scope of services specified herein by giving the Contractor a thirty (30) day prior written notice. A change in the contract price, whether increased or decreased, shall be negotiated on an hourly rate basis for the work items involved.
- 5. The contract effective and expiration dates shall be determined following the bid opening.
- 6. The Contractor shall be required to submit with the bid at least three (3) experience references. Such information shall include the name of the contact person, telephone number, and a brief description of the work performed for each reference listed.
- 7. Invoices for payment may be submitted as services are rendered.
- 8. The Authority reserves the right to terminate the contract for unsatisfactory performance or such other justifiable causes. In the event the Contractor is performing unsatisfactorily, notice of immediate termination shall be given the Contractor in writing. A thirty (30) day prior written notice shall be given of termination for other justifiable causes, e.g., loss or reduction in availability of funding.
- 9. The Contractor shall comply with the Copeland "Anti-Kickback" Act (18 U.S.C. 874) as supplemented in the Department of Labor Regulations (29 CFR Part 3).
- 10. The Contractor shall comply with Section 103 and 107 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 327-330) as supplemented by the Department of Labor regulations (29 CFR Part 5).
- 11. The Contractor shall indemnify and hold harmless the Authority, its employees, and agents for and against any and all liabilities, claims, demands, costs and expenses of every kind and nature, including attorney's fees, arising from injury, death or damage of any person, property or business sustained for any reason resulting or arising from the performance of this contract.
- 12. Any and all damages to the Authority property shall be repaired equivalent to existing by the Contractor at no additional charge to WV Water Development Authority. Prompt notification must be made to the Executive Director of the Authority within three (3) days, except in emergency situations, prior to proceeding with work.

- 13. The Contractor shall be required by all applicable regulations established by the Department of Labor with regard to payment of employees, work hours and all other pertinent regulations governing employees.
- 14. The Contractor shall be required to abide by all Federal, State, and/or local regulations with regard to equal employment opportunity.
- 15. In order to comply with the law and provisions of the Immigration and Reform and Control Act of 1986, the Contractor must verify that all its employees are United States citizens or aliens authorized to work in the United States.
- 16. No member, officer, or employee of WV Water Development Authority, during his/her tenure or for one year thereafter, shall have any interest, direct or indirect, in any contract that may be issued as a result of this contract.
- 17. Construction must be completed with the timelines specified in the Contract. The Authority will negotiate with the successful bidder a timeline to complete the project.
- 18. Questions may be directed to Tina Parker, at <u>tparker@wvwda.org</u>, she may also be reached at (304)414-6500, extension 100.

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Overview of Current Technical Environment

The Authority's current technical environment is as follows:

- The Authority does not have an IT department
- The Authority employs a vendor to provide 24/7/365 managed services
- 1 office location
- Office is networked with CAT5 cabling and wireless connectivity:
 - o Cisco Switches (3)
 - Cisco Meraki Wireless Access Points (11)
 - Cisco Meraki Cloud-based Wireless Controller
 - o Two (2) Separate Wireless Networks
- Approximately 13 employees, includes remote workers
- Windows PC environment Approximately 20 Desktops and Laptops
- Desktop software consists of Windows 10, Microsoft Office, Adobe Acrobat
- Virtual servers utilized for most applications: DC/DNS/DHSCP, SQL, multiple application servers, file servers, websites, etc.
- One (1) on premise server serving as VMware host to virtual servers
- One (1) off-site server (COLO) serving as VMware host to virtual servers
 - o Half Rack
 - o 100 MB Connection
- VoIP phone systems in 27 offices/rooms; desk phones, conference phones
 - Cisco call manager
 - Cisco IP phones
- Print, scan, fax, copy services are provided via leased and networked group MFP devices, with maintenance and support provided by leasing vendor
- Local (Physical) Backup Appliance and (Remote) Cloud Backups
 - o 12TB Physical (local) storage
 - o Unlimited Cloud Storage
 - On-site support
- External management of highest level of network support
- Network Firewall; Cisco Appliance
- Email Archiver; Barracuda Appliance
- Managed Software Licenses
 - o Office 365 (20)
 - o Barracuda Essentials (20)
 - o Barracuda Sentinel (20)

Service Requirements

The following services are current items for the Authority, and each should be specifically addressed in the proposal, including how you would manage support for each area and how the cost is determined, attaching documentation as necessary.

- 1. Provide 24/7/365 support as needed for all infrastructure, server, and network functions.
- 2. Perform any disruptive maintenance and/or upgrades outside of regular agency work hours of 8:00 a.m. to 6:00 p.m. Monday Friday
- 3. Support network connectivity.
- 4. Manage Network and Firewalls.
- 5. Support disaster recovery for servers, workstations, server data, and user data.
- 6. Maintain (16) VMware Servers with replicative off-site fail-over.
 - a. Includes SQL, WSUS, DNS/DHCP
- 7. Maintain (2) Blade Servers; (1) off-site, and (1) on-site.
- 8. Provide a colocation service (with 100 MB connection) for off-site server.
 - a. Must be at least 50 miles, but no more than 200 miles, from Charleston.
- 9. Maintain Windows Active Directory servers.
- 10. Consult with management on business development as it pertains to Information Technology.
- 11. Assist with Authority's goal to streamline the management of the IT infrastructure while continuing to increase the productivity of our workforce.

Information Requirements and Format

Respondents should include responses to the section above and all sections below in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this FRP that fail to address each of the section, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of "to be provided upon request" or "to be determined", or that do not otherwise provide the information requested (e.g., left blank) are not acceptable.

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, please provide the information below as part of your response, clearly referencing each specific question.

I. Company Background

- 1. Give a brief overview of your organization's involvement in providing IT services in the marketplace.
- 2. How long has the organization been in this business?
- 3. In what cities do you maintain offices?
- 4. Indicate the number of employees in your organization. You may also include additional details such as employees' areas of expertise, experience with virtualization, certifications, etc.

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- 5. How many employees are dedicated to account management and/or technical support?
- 6. How is the helpdesk operated? (i.e., contact method, staffing, etc.)

- 7. How many employees are full-time vs. contractual?
- 8. Who are your technology partners? Please describe your relationships and experience with manufacturers and major distribution partners in the technology marketplace.
- 9. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
- 10. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
- 11. Please provide details of current customer accounts that are similar in scope and requirements to those of the Authority's.

II. Rates

Explain your rate structure. Is it an hourly rate, monthly retainer, or other structure? Elaborate on how the rates would be applied, different Support Proposal items might require a different rate application.

III. Support

- Describe fully your technical support options, including the assistance request process, escalation
 process, support hours, response times (for emergency and non-emergency support requests),
 staffing levels, staff expertise, and physical location of the help desk.
- 2. Describe any documentation and support (e.g., user manuals, online help, interactive demos, webbased seminars, and online knowledge base) that will be available, both from the technical perspective and the end-user perspective.
- 3. What options are available for user training and technical training that may be required by our staff?

IV. Proposed Approach and Solution

- 1. Please provide a proposed work plan for a migration to your organization as a vendor for the Authority. Specifically, provide the following information:
 - a. Key activities
 - b. Timing
 - c. Information/resource requirements from the existing managed IT service provider
 - d. Deliverables
 - e. Key milestones, checkpoints, and other decision points
- 2. If we elect to move forward with your organization, what resources would you require (e.g., information, data, staff resources, communication) during migration and on an ongoing basis?
- 3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.

- 4. Please describe your experience in providing the following value-added services:
 - a. Remote backup
 - b. Technology strategy planning
 - c. Network and email system monitoring
 - d. Move, Add, Change (MAC)
 - e. Warranty, break fixes and installation
 - f. Technical support, including remote user support
 - g. Implementation planning and guidance
 - h. On-site implementation of business applications
 - i. Life cycle management of hardware units
 - j. Software licensing control
- 5. Please describe your experience in providing server technology and service for your customers, focusing on planning, implementation, and ongoing support.

V. Financials

- 1. Describe the pricing model(s) that you typically employ for your standard services.
- Please indicate the charges associated with each of the following services in U.S. dollars, including
 the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an
 ad hoc basis.
 - a. Remote backup
 - b. Technology strategy planning
 - c. Network and email system monitoring
 - d. Move, Add, Change (MAC)
 - e. Warranty, break fixes and installation
 - f. Technical support, including remote user support
 - g. Implementation planning and guidance
 - h. On-site implementation of business applications
 - i. Life cycle management of hardware units
- 3. Do you offer service bundles and if so, describe the effect of this bundling on pricing?

Submission Requirements

- A. Potential bidders must register by sending an email to Tina Parker at <u>tparker@wvwda.org</u>, to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Tina Parker at tparker@wvwda.org.
- C. The Authority's Bid Form must be signed and submitted along with your responses to the specific questions identified herein. Additional documentation may be attached to this form.
- D. Proposals must be submitted by [time], [Month] [Day], [Year] at their office located at 1009 Bullitt Street, Charleston, West Virginia 25301.
- E. Electronically transmitted submissions (Email or Fax) will be accepted.

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F. Bids must be addressed and mailed or hand-delivered to:

West Virginia Water Development Authority

Attention: Tina Parker

1009 Bullitt Street, Charleston, WV 25301

G. Envelopes containing the proposal should be clearly marked with

"RFP Response - [Month] [Day], [Year]"

- H. The Authority is not bound to accept the lowest bid. Other considerations will apply:
 - Demonstrated ability to provide necessary service and support
 - Technical certifications and experience
 - Demonstrated expertise in virtualization
 - Response time assurances
 - References
- I. The Authority reserves the right to reject any or all proposals or any portion thereof.
- J. The Authority reserves the right to waive minor informalities or technicalities when it is in the Authority's best interest.
- K. The Authority reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. The Authority shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by the Authority and the vendor incorporating the terms and conditions of the award.
- L. Vendors shall hold their price firm and subject to acceptance by the Authority for a period of thirty (30) days from the date of proposal submission.
- M. Vendors may be asked to provide proof of financial and business capability. Evidence could include a business history, evidence of financial soundness, and business references. The Authority will make the final determination as to the bidder's ability.
- N. Unsigned proposals will not be considered.

West Virginia Water Development Authority Managed IT Services RFP Bid Form

Vendor	Name:	_
Authori	ized Rep:	-
Addres	s:	-
Phone:		_
Email:		_
Item	Description	Rate (Yr.)
1	Remote Management & Monitoring of Virtual Servers (16)	3 1231/1
2	Managed ESXi Server for VMWare Hosts (4)	
3	Managed Cisco Network Switch (4)	
4	Managed Meraki Wireless Access Points (11), w/Cloud Based Controller	
5	Managed Backup Appliance (12 TB Physical Hard Drive, Unlimited Cloud Storage, On-Site Support, Include Mainténance and Update Costs)	
6	Managed Collocation Services (1/2 Rack w/100 MB Connectivity)	
7	Remote & On-Site Management of Computers (20)	
8	Managed Software Licenses: Office 365 Business (20), Barracuda Essentials (20), Barracuda Sentinel (20)	
9	Managed Cisco Call Manager (1) w/Cisco VolP Desk and Conference Phones (27)	
10	Managed Service 24x7x365 Support	
	Total:	
Checkli	NOTE: All managed devices are to be provided remote and on-site support. st of Required Sections: Service Requirements	Market Control of Market Control
	Company Background	
	Support Proposed Approach / Solution	
-	Rate and Financials	
	References of Similar Services (3)	
	Copy of Current State and City Licenses	
010.115	copy of current state and city Electrises	
Signature: Date:		
Positio	n:	

MANAGED IT SERVICES RFP 10