COMPANY B

Proposal Summary

Brief

very much appreciate this opportunity to propose our services, along with recommendations based on the requirements outlined from our conversations with Joy Norris of Ilminster Town Council on 28th November 2013.

In addition to providing Ilminster Town Council the optimal solution to meet the stated requirements at a very competitive price point, wishes to demonstrate our expertise in Managed IT support to deliver maximum operational efficiencies and benefits to Ilminster Town Council.

We feel that Ilminster Town Council would benefit from a proactive support package that monitors key features of the IT infrastructure and will automatically alert us should an element fall outside of its designed threshold. This allows us to resolve most issues before they cause any disruption and ensure the daily tasks such as backup and Anti-Virus updates are completed successfully.

Overview

In response to our recent discussion with Ilminster Town Council we have attempted to outline the key characteristics of our proposed solution as well as provide some recommendations to help ensure the stability of your IT infrastructure.

We have three core support packages that would benefit Ilminster Town Council, Complete, Care+ and Care. We provide the three offerings to allow our customers the flexibility to have their IT systems supported the way that they feel best suits their requirements.

Our audit has highlighted that the majority of PCs are running Windows XP and therefore must be upgraded or replaced prior to April 2014 when Microsoft end support for the operating system. Furthermore the Town Council have expressed a desire to be able to collaborate better with shared resources such as Calendars, the ability to work remotely and centrally store documents with search ability.

IT Audit Report

Topology Overview

Ilminster Town Council operates a computing model based around a peer-to-peer network of Windows XP and Windows 7 desktops.

There is a shared folder on one of the PCs which all users have access to and save all Town Council related items to.

The email platform is POP3, which makes it difficult keeping track of the actioned items from the shared mailbox. There is currently no ability to share calendars.

As discussed, most of the PCs are Windows XP, which will need to be upgraded or replaced by April 2014 when Microsoft ends support for the XP Operating System. Once Windows XP goes EOL, PCs with this operating system will become vulnerable to viruses, attacks and be unsupported by Microsoft. Furthermore software vendors will no longer support their software packages if installed on Windows XP.

Server (s)

Ilminster Town Council do not currently have a server. Data is shared from one of the peer-to-peer PCs and backed up to the cloud.

Email Platform

Email is provided in the form of POP3 accounts. This does not enable users to share resources such as mail, contacts or calendars.

POP3 is also vulnerable to data loss. The nature of POP3 is to download the emails to a local pst file, which means that if the PC suffers a fault that results in data loss, the emails would most likely be lost also.

PCs and Laptops

There are currently four PCs and one laptop, with all running Windows XP except for one PC.

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Security

Anti-Virus protection is provided by AVG. The network does not have a hardware firewall, it has only the standard BT 2Wire router. It is unlikely that an enterprise class firewall would be required.

Disaster Recovery

We were told that the shared data is backed up to cloud storage. We did not investigate whether this was a task that is running successfully as it is managed by a 3rd party.

Network Infrastructure

The office cabling is not structured, however there are cables to each device that requires a Local Network Connection. Each cable terminates in an old 16 port 10/100Mbps switch.

We recommend replacing this unit as it is a very old piece of equipment that is not capable of passing network traffic at optimum speeds of 1000Mbps.

Recommendations / Requested Quotations

As discussed, the driver behind the need for change is that the majority of PCs are running Windows XP and need to be replaced or upgraded by April 2014. This has led to an overall analysis of the systems in place and whether this is a better way of working to provide more collaboration and efficiencies. From our discussions, we feel the 'wish list' for the Ilminster Town Council are:

- The ability to share calendars
- The ability to track actions on incoming and outgoing email on the shared mailbox
- To have a one system for all (Same PCs or laptop, same software, etc.) for ease
- The ability to work remotely when required
- Document Management

Our proposal will provide an option for move all data and emails to the cloud in the form of Microsoft Office365, as well as a price for replacement PCs or Laptops.

Migration to Office 365

There are plenty of options from Office365, however from our discussions I would recommend the Small Business Premium Package which will provide:

- Hosted Email (50GB per mailbox storage).
- The ability to share mail, calendars, and contacts as well as track actions on shared mailboxes.
- A local copy of Microsoft Word, Excel, PowerPoint, Outlook, OneNote, Access, Publisher and Lync. As well as the right for the new versions as soon as they are released. This can be installed on up to 5 Devices for each user.
- Shared storage for the shared data, with search ability for document storage.
- Personal storage (if required).
- Mobile web apps (access and edit documents on a mobile phone).
- No backup worries.

The price of this plan is £8.40 per user, per month. It can be mix and matched with the Small Business Package, which is only £3.30 per user, per month. The difference between the two is that you only get the Office Packages on the more expensive Premium plan.

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The plan details can be found here http://office.microsoft.com/en-gb/business/compare-office-365-for-business-plans-FX102918419.aspx.

As part of the migration we would move all existing emails from the current POP3 Mailboxes into Office365 so that there is a seamless migration and all emails from the old system would be available in the new office365 mailboxes and therefore included in Microsoft's datacenter retention services.

We did discuss the alternative option of installing a network attached storage device rather than move the shared data into the cloud. However, it occurred to me that to enable shared calendars, etc. a subscription to Office365 for Exchange would be required anyway. That being the case it makes sense to at least give it a try before making a large capital outlay in the NAS solution

Office 365 subscription costs (direct with Microsoft):

Item	Cost	Qty	Total
Microsoft Office 365 Small Business **Premium** (per user) This package includes the Microsoft Office Packages (Word, Excel, etc.)	£8.40 per month	tbc	tbc
OR (You can mix and match)			
Microsoft Office 365 Small Business (per user) This package **does not** include the Microsoft Office Packages (Word, Excel, etc.)	£3.30 per month	tbc	tbc

PC Option - Costs:

Item	Cost	Qty	Total
Mayor Brand PC with Windows 7 or 8 Installed Guide Specification: Intel i3 Core Processor 4GB Memory Windows 7 or 8 1 Year Warranty	£329 each	4	£1,316
THIS IS ONLY REQUIRED IF YOU OPT FOR OFFICE 365 SMALL BUSINESS at £3.30 per user, per month Microsoft Office Professional (Word, Excel, Outlook, PowerPoint, OneNote, Publisher, Access, Lync)	£280 each	4	£1,120

* We were told that Publisher is one of the required software elements. If Publisher, Access and Lync are not require you can use the Home and Business Package which costs £159 plus VAT.

Recommendations / Requested Quotations

Laptop Option - Costs:

Item	Cost	Qty	Total
Mayor Brand Laptop with Windows 7 or 8 Installed Guide Specification: Intel i3 Core Processor 4GB Memory Windows 7 or 8 1 Year Warranty	£359 each	4	£1,436
THIS IS ONLY REQUIRED IF YOU OPT FOR OFFICE 365 SMALL BUSINESS at £3.30 per user, per month * Microsoft Office Professional (Word, Excel, Outlook, PowerPoint, OneNote, Publisher, Access, Lync)	£280 each	4	£1,120

* We were told that Publisher is one of the required software elements. If Publisher, Access and Lync are not require you can use the Home and Business Package which costs £159 plus VAT.

Other hardware recommendations:

Item	Cost	Qty	Total
New 16 port 1000Mbps switch	£85 each	1	£85

Set and Installation Costs:

Item	Cost	Qty	Total
Time to: - Install four PCs or Laptops and migrate user preferences and data as well as setup printers, fax and all other peripheral devices - Setup and configure Office 365 - Migrate email services - Migrate each user's current emails into Office 365 - Migrate the shared data - Provide training on using Office365 and the new software	£450 per day	3	£1,350

Our Support Solutions

Managed Services

Based on our experience, built on many years supporting IT critical business environments, we ... have developed our Managed Services Support packages to ensure that we can match our client's business requirements.

The key to maintaining the stability and functionality of your IT infrastructure is to have a reliable and proactive support arrangement in place. ... have the ability to connect to your servers and users remotely within a few minutes of a support call being logged. Using our Server Agent we are aware of and fix the majority of problems before you even know about them. In the unusual event that we would have to attend site to resolve an issue, we would plan to do so the same day.

Our Support Packages

		care+	complete
Unlimited telephone and remote support	✓	✓	✓
Unlimited remote server support	✓	✓	✓
System audit to document architecture	✓	✓	✓
Server Agent for 24x7 proactive monitoring	✓	✓	✓
PC Agent for 24x7 proactive monitoring		✓	✓
Anti-Virus protection per device			✓
Onsite engineer charge	£60 per hour	£40 per hour	✓

Ad Hoc Support

Ad hoc support can be provided, however will not include any proactive monitoring or Anti-Virus Protection and is subject to a flat rate of £60 per hour.

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Our Services

24 x 7 Agent for Proactive Monitoring

Proactive monitoring includes work completed by   behind the scenes. This
work includes, but is not restricted to:

- Installing server updates, hot-fixes and patches.
- Maintaining central Anti-Virus control and compliance.
- Resolution of incidents automatically flagged by our 24/7 monitoring such as, backup failures, services stability, etc.
- Router firmware upgrades.

Unplanned Maintenance

.   operate a fully manned 24/7 service desk to ensure that your called is
answered quickly and your problem is handled as soon as possible, ensuring a quality of
service that is rare in IT practice.

We try to ensure that every phone call is answered first time. However, if you need to leave a
voicemail we guarantee that your call will be returned within one hour.

Planned Maintenance

From time to time it is necessary to carry out a planned on-site visit to maintain the IT systems
or improve the environment.

If you choose the   Complete support plan this time is included in the monthly fee.

Project Implementation

From time to time you may wish to implement larger scale changes. These will be handled as
projects and be managed as such.

Each project will be scoped as a separate piece of work and billed as such.

Procurement

As your IT service provider, we are happy to procure IT hardware and software (excluding
consumables) on your behalf. We are happy for you to procure from other suppliers as and

Our Support Solutions

when required, however, if we do not pre-agree the specifications we will not be unable to support the item purchased.

Pricing for Managed Services

	care Per device / per mth	care+ Per device / per mth	complete Per device / per mth
Managed Services	£19	£22	£28
Onsite Engineer	£60 per hour	£40 per hour	Included

1. A device is classed as a PC, Laptop or Server. We price our support based on the number of devices but our support covers the entire infrastructure, e.g. routers, switches, printers, etc.

2. The package prices above are based on us supporting your entire infrastructure and not individual elements. If you only want specific elements to be covered (e.g. Server only) a quotation can be sent upon request.

$$19 \times 5 = £95$$
$$12 \times 95 = £1140 \text{ per yr}$$
$$£285 \text{ per qtr}$$

$$22 \times 5 = £110$$
$$12 \times 110 = 1320$$
$$£330 \text{ per qtr.}$$

$$28 \times 5 = £140 \text{ per mth}$$
$$12 \times 140 = £1680$$
$$\text{per year}$$
$$£420 \text{ per qrt.}$$