



Technology Group of the North, LLC
551 3rd Street
Fairbanks, AK 99701

Information Technology Administration Services Agreement

Prepared for: Asisaun Toovak, City Mayor
Prepared by: Allan Lee Mesina

Technology Group of the North, LLC (TECHGN) proposes to provide IT administration and support services to the City of Utqiagvik located in Utqiagvik, Alaska.

Scope of Services

TECHGN will provide the following services.

- ◆ Manage gateway firewall device.
- ◆ Implement real-time content scan and filtering of incoming data traffic to minimize malware and virus infections.
- ◆ Manage and maintain physical servers' health.
- ◆ Manage and maintain network infrastructure.
- ◆ Manage and maintain network access controls.
- ◆ Manage and maintain Server OS Software, Active Directory environment.
- ◆ Provide support for all users – TECHGN will utilize a combination of secure VPN tunnels, and remote support software to assist in rectifying technical issues immediately. An over the phone walk-through may be used in some occasions when a technical support person is not immediately available onsite.
- ◆ Provide and Monitor data backups.
- ◆ Develop disaster recovery plans and implement strategies to minimize and prevent data loss.
- ◆ Perform risk assessment and mitigation and update systems.
- ◆ Manage and maintain Distribution Center alcohol tracking software.
- ◆ Continued development of system documentation

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Plan Options (Cost Summary)

Option 1

Unlimited Support Plan to include (All Inclusive)

- Desktop PC and mobile laptop monthly support
- Physical Servers Monthly patch management and maintenance
- Real-time Virus and Malware gateway scan subscription
- Email Spam filtering services (Barracuda Email Security Suite)
- Unlimited Helpdesk/End User Support

Total Monthly Support cost: \$2,800.00/month

Option 2

16 Hour/Incident Limited Support per month to include

- Desktop PC and mobile laptop monthly support
- Physical Servers Monthly patch management and maintenance
- Real-time Virus and Malware gateway scan subscription
- Email Spam filtering services (Barracuda Email Security Suite)
- * \$150/hr will be billed beyond the 16 hour monthly support limit.

Total Monthly Support cost: \$2,200.00/month

Option 3

12 Hour/Incident Limited Support per month to include

- Desktop PC and mobile laptop monthly support
- Physical Servers Monthly patch management and maintenance
- Real-time Virus and Malware gateway scan subscription
- Email Spam filtering services (Barracuda Email Security Suite)
- * \$150/hr will be billed beyond the 12 hour monthly support limit.

Total Monthly Support cost: \$1,800.00/month

Other Costs

Proposed Upcoming Projects

- ◆ Cybersecurity implementation to comply with Federal Government guidelines.
- ◆ Implement Sharepoint Cloud Services.
- ◆ Investigate the possibility of gigabit wireless bridge to multiple city building locations to provide faster LAN access to server resources and to eliminate additional internet service expenses.
- ◆ Implement VOIP to all outlying city locations to cut down on telecommunications expenses.
- ◆ Implement features and improve the alcohol distribution system.

Disclaimer: The numbers above are to be used as an estimate. The above Cost Summary does in no way constitute a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services change before being locked in by a binding contract.

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Contract and Terms

Minimum Term of Contract:

Contract shall extend for 24 months, commencing on the day of signing the actual contract document. Thereafter, Contractor shall provide services described herein on a continuing monthly basis at the current fee schedule. Contractor shall disclose the current fee schedule a minimum of 30 days prior to the end of the initial contract term. In the event that both parties agree to a new contract for a period of 24 months, fees shall be determined at the time of signing the new contract.

Cancellation of Contract:

Either party may terminate this contract with 90 days notice. If Client notifies Contractor of termination prior to the end of the 12-month initial term, Client shall pay for all contracted services through the end of the 90-day notice period or to the end of the initial term of contract, whichever period is longer.

No prepayment penalties shall be assessed for advanced payment.

Signature

Accepted by: _____

Date: _____

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Service Level

1.0 Scope

Technology Group of the North, LLC will provide IT services to the City of Utqiagvik. Services cover network infrastructure and desktop support/maintenance, as well as providing data security and availability. TechGN provides and supports the infrastructure within the Fairbanks facility area including extended remote support to traveling staff.

2.0 Service Hours

Regular service hours are Monday through Friday, 8:00-5:00PM with extended hours anytime after workday hours, and anytime on Saturdays and Sundays. Response times and 24 hour on-call support hours are available during emergencies. *Emergency service is a reference category for unforeseen outages.*

3.0 Network Outages

Any interruption of service to any facility is a network outage. An interruption may be anything from a general network failure including routing services, failure of a specific hub, bridge, wireless transceiver, or any other piece of network equipment. Because there can be different levels of failure, there will also be varying response times. TechGN has defined three categories of failures:

Critical: Critical failures are any complete router failure, complete software service failure, or a partial failure to a critical area of the City of Utqiagvik IT function. Critical failures require immediate service. TechGN will provide support for critical outages seven days a week, 24 hours a day.

Major: Any full router interface failure or any full subnet failure due to hardware or software failure is categorized as major. Major failures are not emergencies; therefore, service may be from 30 minutes to four hours. Network support for major failures is provided seven days a week, 24 hours a day.

Isolated: Isolated failures are those which impact only portions of a subnet or software but still enable service to continue. Service for isolated failures may be from two hours to three days. Network support for isolated failures will be limited to Monday through Friday, 8:00 am to 10:00 PM.

4.0 Response Times

Response to an outage includes five steps.

- First, notify the person reporting the problem that the report has been received and is being worked on. If the person reporting the outage is not a TechGN Employee, verify that the problem has been reported to the City of Utqiagvik Maintenance and Operations personnel. If the problem is infrastructure related, the call remains within TechGN.
 - Second, use remote tools to establish the severity and impact of the outage.
 - Third, take the necessary steps to resolve the outage, including acquiring necessary equipment and calling other internal or external personnel as required.
 - Fourth, notify the originating party and verify resolution of the outage.
 - Fifth, notify City of Utqiagvik personnel of the details and resolution of the outage.
- Notification is required for all Critical and Major Outages.**

The first and fourth steps are required to satisfy response criteria for all outages. The detail and format of the second, third, and fifth are optional based on the severity and elapsed time for resolution of the call, and the judgment of the individual responding to the call.

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The response time for a network outage is defined by the type of outage. There are two levels of response: on-site support and remote support. On-site support is physical presence at the location where the outage exists. Remote support may be either from another location other than where the outage exists, or from any off-site location using remote tools support. When possible, remote support will be used to diagnose and resolve outages. In the event that the outage is unable to be resolved remotely, on-site support will be used to resolve the outage. Response times for each outage type are as follows:

Critical: Immediate response will be provided 7 days a week, 24 hours a day. An initial diagnosis will be made using remote tools, followed immediately by on-site response if required.

Major: A twenty minute phone response will be provided Monday through Friday, 6:30 a.m. to 11:00 p.m. An initial diagnosis will be made using remote tools, followed within two hours by on-site response if required. During all other times, TechGN will support a one hour phone response, followed by a two hour on-site response if required.

Isolated: A two hour phone response will be supported Monday through Friday, 8:30 a.m. to 5:00 p.m. In all cases response times will be applied to areas that TechGN has access to and control over. In cases where TechGN does not have this access, TechGN will defer the call until access is possible.

5.0 Service Levels

Critical services will be available 99.8% and Major services will be available 98.5% during all time periods. Isolated services will be available 97% during Standard Hours, and 95% during Off Hours. Emergency work is always unplanned and unscheduled. Therefore, the nature of the emergency will determine the service level for the time period the emergency occurs in, according to Standard or Off Hours. Critical, Major, and Isolated services are defined in Section 7.0.

6.0 On-Call Status

An on-call person is established to respond to outages Monday through Friday from 5:30 p.m. to 7:00 a.m., and all day Saturday and Sunday. The on-call person will be responsible for determining the severity of the outage and the appropriate action required. If he or she is unable to resolve the outage, the on-call person must call for additional support as required. Even when additional personnel are called to resolve the outage, the on-call person is responsible for follow-through and notification as specified in Section 4.0, Response Times.

To reach the on-call personnel, contact 388-6350. Urgent issues will be responded to within 30 minutes of the original call.

7.0 Specifications

Critical Locations/Equipment: Any complete router failure, or specific failures to the facility entrance of the following: Fairbanks Location, Firewall and ISP Router.

Critical Software Services: MAIL, DNS, Bootp/DHCP, Active Directory.

Major Equipment: Any router interface, any network switch interface, Physical server.

Major Software Services: Greatplains, Alcohol Distribution Software, Office365 Cloud

Isolated Equipment: Any partial subnet interface not included in the Critical specification.

Isolated Software Services: Usage reports

8.0 Administration of Local Networks

TechGN is responsible for managing the IT infrastructure within the City of Utqiagvik facility. The infrastructure includes the wiring that distributes the network signal within the building, active network devices such as wireless bridges and repeaters, network file and print servers, and the network

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interface card and communication software installed in individual computers, and any node attached to the local network.

9.0 Tasked Routines

TechGN runs automatic programs to diagnose, protect, and resolve system problems and oversee the daily, weekly and monthly performance of the network infrastructure. Routines are in five categories:

- Automatic
 - o Automatic Virus definition Live Updates
 - o Automatic Intrusion Detection
 - o Automatic Windows and Linux Server security patch updates
 - o Automated Daily Backups
- Daily
 - o Audit daily server logs and remote alert notifications.
- Weekly
 - o Update and approve automatically downloaded security patches
- Monthly
 - o Pull baseline analysis on all critical network services
- Semi-Annual
 - o Verify and test restores data backups.

Technology Group of the North, LLC

Company Profile

Technology Group of the North, LLC (TECHGN) is a locally owned, Alaskan company. We bring complete IT solutions to our clients. The company started in Fairbanks Alaska in 2006. In July 2013, Boynton Office Systems, a part Native American owned company, became a 40% owner, hence combining its workforce to increase technical support presence in the North Slope, and throughout Alaska.

Our Staff

Virgilio Lee Mesina aka (Allan)

Allan Lee Mesina is the owner of Technology Group of the North, LLC. He champions the whole team in making sure that services are delivered with quality and in timely manner. He finished his Bachelors in Information Technology (BSIT) in 2003 at American Intercontinental University. Allan is Certified Professional in Microsoft, Cisco, VoIP, and holds many vendor specific certifications from CompTIA, Fidelity FTtoCC and ITIL.

Allan possesses advanced knowledge and skills in web application development, Linux Systems administration, Voice over IP (VoIP) telephony, Virtual technologies such as VMWARE and Citrix XenCenter.

CCSP, MCSE+Security, MCSA, MCDBA, CCNA, CompTIA A+, CompTIA Network+, CompTIA Security+, ITIL Foundation V3.

Professional Background:

- 1996 – 1997 Helpdesk (NSB – Infocomm, Barrow AK)
- 1997 – 2006 Network/System Administrator (Ilisagvik Barrow AK)
- 2006 - 2015 IS Manager 2 (UAF, Fairbanks AK)
- March 2015 - Present - Managing Officer, IT Manager, TECHGN

John Taylor

Works as a full time IT service professional, based in Fairbanks, Alaska. He started working full time for TECHGN in March 2022. John graduated from AVTEC with a degree in Information Technology.

Benjamin Johnson

Works as a full time IT service technician, based in Fairbanks, Alaska. He started working full time for TECHGN in October 2014. Ben is currently working on getting his Microsoft (MCP) Certification.

Clark Casino

Works as a full time IT service technician. Clark started working full time for TECHGN in February 2020.

Willer Dejesus

Local onsite on-call emergency Tech Support.

Emmanuel Burgos

Local onsite on-call emergency Tech Support.



Boynton Office Staff

Local onsite on-call emergency Tech Support.

Technology Group of the North, LLC

Errors and Omissions Insurance

TECHGN is covered by a \$1 million Errors and Omissions insurance while delivering these services to the City of Utqiagvik. An official COI will be provided to the City once a contract is signed.

		<h3>CERTIFICATE OF LIABILITY INSURANCE</h3>		DATE (MM/DD/YYYY) 04/03/2015		
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 Edward F Randolph Insurance Agency Inc 1007 Aurora Drive Fairbanks Alaska 99709		CONTACT NAME: Kim Sites PHONE (AC, Ho, Ext): 907-452-1861 FAX (AC, Ho): 907-456-5069 EMAIL: Address: kim.sites.tbao@statefarm.com				
		INSURER(S) AFFORDING COVERAGE INSURER A: State Farm Fire and Casualty Company NAIC # 25143 INSURER B: National Council on Compensation Insurance INSURER C: State Farm Specialty Products INSURER D: INSURER E: INSURER F:				
INSURED TECHNOLOGY GROUP OF THE NORTH LLC 551 3RD ST FAIRBANKS AK 99701-3508						
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
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.						
FORM	TYPE OF INSURANCE	ADDITIONAL	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS
LINE		INSR		(MM/DD/YYYY)	(MM/DD/YYYY)	
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. <input type="checkbox"/> UDC	Y	92-00-6079-3	12/03/2014	12/03/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (EA accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB COV ATTENTION:					EACH OCCURRENCE \$ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y	New Application	03/19/2015	03/19/2016	E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Technology Services Errors and Omissions Professional Liability		New Application	03/06/2015	03/06/2016	\$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)						
CERTIFICATE HOLDER				CANCELLATION		
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 