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ICE|ICT

INFORMATION & COMMUNICATIONS TECHNOLOGY

A Division of ICE Services

Addressee	Start Time	Time	Prints	Result	Note
919078525871	02-24 17:35	00:02:35	008/008	OK	

Note
TMR:Timer TX, POL:Polling, ORG:Original Size Setting, FME:Frame Erase TX,
DPG:Page Separation TX, MIX:Mixed Original TX, CALL:Manual TX, CSRC:CSRC,
FWD:Forward, PC:PC-FAX, BND:Double-Sided Binding Direction, SP:Special Original,
FCODE:F-Code, RTX:Re-TX, RLY:Relay, MBX:Confidential, BUL:Bulletin, SIP:SIP Fax,
IPADR:IP Address Fax, I-FAX:Internet Fax

Result
OK: Communication OK, S-OK: Stop Communication, PW-OFF: Power Switch OFF,
TEL: RX from TEL, NG: Other Error, Cont: Continue, No Ans: No Answer,
Refuse: Receipt Refused, Busy: Busy, M-Full:Memory Full, LOVR:Receiving length Over,
POVR:Receiving page Over, FIL:File Error, DC:Decode Error, MDN:MDN Response Error,
DSN:DSN Response Error, PRINT:Compulsory Memory Document Print,
DEL:Compulsory Memory Document Delete, SEND:Compulsory Memory Document Send.
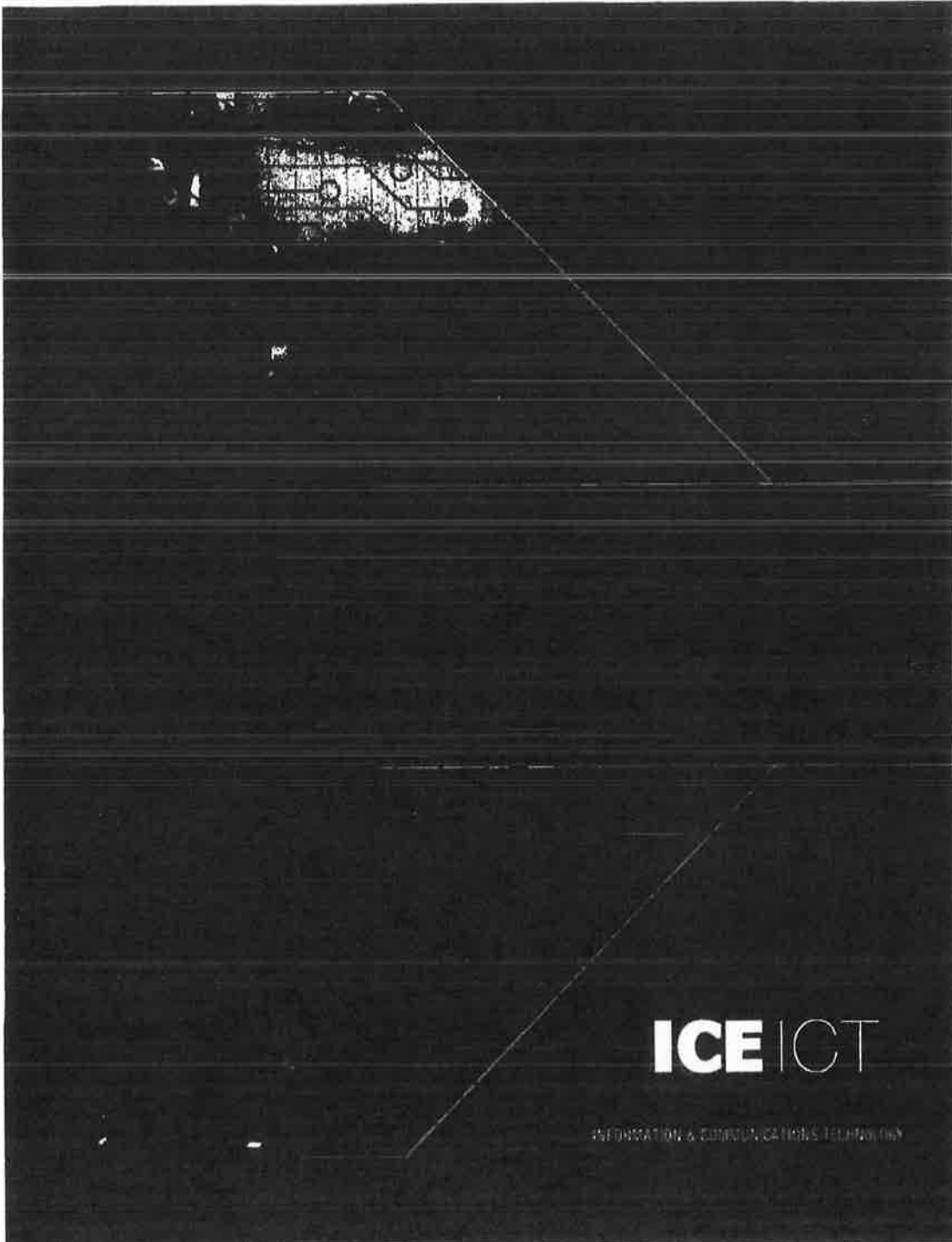
ICE|ICT

INFORMATION & COMMUNICATIONS TECHNOLOGY

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Proposal
prepared by
ICE Services, Inc.

The City of Utqiagvik
2022 Ahkovak St
Utqiagvik, AK 99723
United States

February 24, 2023

Commitment Letter

Dear City of Utqiagvik,

ICE Services is pleased to have the opportunity to respond to the needs of the The City of Utqiagvik. We truly hope the enclosed proposal to provide consolidated IT Management services will lead you to select ICE Services. We recognize that your information technology infrastructure is integral in allowing you to successfully operate in today's demanding environment.

For over 30 years, ICE has worked together with businesses and communities across Alaska with the goal of providing the highest standard of services to our clients. Our hard work and commitment, paired with the mutual respect and trust for our clients, has led us to rewarding relationships both in business and community.

ICE Services has long provided IT services for companies all over Alaska. Through knowledge and practical application experience, the ICE ICT Division will identify and implement best practices for your infrastructure, ensuring a reliable and robust system that your staff can depend on. As an Alaskan owned and operated company, ICE Services will provide trained and certified support staff in our Network Operations Center (NOC) and field technicians that can be dispatched to any location in Alaska from our offices in Anchorage or Prudhoe Bay. The ICE IT staff has demonstrated superior customer service skills and ability to respond to and resolve issues in a fast and efficient manner when providing similar services.

ICE Services offers the desired vendor attributes of providing personnel who have years of Help Desk and remote systems/online support experience and more than a decade of design engineering and program management experience. The relevant qualifications and experience of our proposed team members are identified in our proposal. These attributes will enable the members of the ICE team to successfully identify the best solutions for meeting your IT needs. We intend to work closely with you to address your issues, propose solutions and processes that work for you, and help you every step of the way in meeting your efficiency goals.

We are grateful for the opportunity to identify enhancements for the City of Utqiagvik's IT infrastructure. ICE is committed to conducting work characterized by high quality and integrity. We will strive to exceed your expectations in every way.

Sincerely,

Jake Hanson,
Director of ICT
E: jhanson@iceservices.net
P: 907-433-6030

Technical Proposal

A. HELPDESK & END USER SUPPORT AGREEMENT

ICE Services understands the importance of being able to get the help you need when you need it and because of this the ICE Services Helpdesk is available to provide both remote and on-site Helpdesk, Systems, & Network support. We have trained and professional technicians staffed in Anchorage Monday through Friday from 8am-5pm and in Prudhoe Bay seven days a week from 6am-6pm. ICE Services can also provide 24/7 Support when required. Users can contact our Help Desk anytime for requests or incidents and each point of contact will generate a Trouble Ticket to track and monitor requests to ensure all issues are resolved in a timely manner. The ICE Services Helpdesk is able to support a wide range of products and systems including, but not limited to:

- Desktops & Laptops
- Cell Phones & Smart Phones
- Analog, Digital, & VOIP Phones
- Printers, Scanners, & Fax Machines
- Active Directory Users & Groups
- Shared Drives & Permissions

- Microsoft Office & Office 365
- SharePoint
- Anti-Virus/Malware Solutions
- Video/Voice Conference Systems
- Security & Access Control Systems
- POS/ATM/Credit Card Machine

HELPDESK

B. SYSTEMS & NETWORK SUPPORT

ICE Services also understands the critical nature of an organization's IT Infrastructure and with our experience deploying, maintaining, and supporting a wide range of enterprise systems and we aim to ensure that your servers, applications, and other services are always running optimally. Using our Remote Management & Maintenance software we will monitor all critical devices 24/7. ICE Services will develop and implement a strict Preventative Maintenance program for all critical systems. ICE Services will work to maintain and support the current network infrastructure as well as evaluate and provide suggestions and solutions to improve network performance while keeping all devices up to date and secure.

C. PROCESS IMPROVEMENT & ASSET MANAGEMENT

Through the continual monitoring and maintenance of the systems and network, ICE will identify solutions, upgrades, and performance increases that will lead to greater service levels and increased productivity. We will work closely with the City of Utqiagvik and its employees to gain an intimate understanding of the environment as well as their current and future needs to help improve existing systems or replace them as needed. ICE will research and suggest solutions to assist in achieving greater levels of customer service, efficiency, and security. ICE Services has built a number of relationships with key vendors in the industry and we are able to pass along significant savings to our customers when purchasing hardware, software, and other related solutions.

D. PRICING OPTIONS

We would like to offer ICE Service's Help Desk & Support to the City of under a flat-rate contact based on their current estimated needs. This will allow the City of Utqiagvik to utilize our Help Desk as much as needed without any worry of overages or additional fees. Enterprise Anti-Virus and 24/7 monitoring for each computer and server under our support will be included in the flat-rate cost. Any proposed special projects outside of the Helpdesk & Support Agreement will be accompanied with a detailed Scope of Work including time and materials. Upon request ICE Services will provide the City of Utqiagvik with a Help Desk Services Agreement for review.

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EXPERIENCE & QUALIFICATIONS

For nearly 15 years, ICE ICT has been providing full-service IT support with software, help desk, and managed data services to companies and non-profits across Alaska. In today's dynamic business environment, we simplify IT and communications services for all our clients with one bill, and one accountable point of contact.

ICE ICT offers a variety of IT and Communications services for commercial businesses – large and small, and government agencies across Alaska. With offices in Anchorage and Prudhoe Bay, ICE is ideally suited to provide immediate and effective service throughout the state of Alaska. We pride ourselves in evaluating clients' needs, designing systems, and executing complex projects. ICE is financially sound and fully insured to provide the necessary services to satisfy requirements from local, state, and federal government agencies. ICE Services maintains a highly skilled cadre of technicians who are knowledgeable in supporting and maintaining enterprise networks and systems as well as providing unmatched customer service to our clients.

The dedication and commitment to customer service and exceeding our client's goals and our customer's expectations helps us to build and retain long-term credible customer relationships, consistently and cost-effectively. Our helpdesk team is comprised of qualified customer service and support specialists, software trainers, computer specialists and engineers with diverse backgrounds required to provide relevant technical support to customers. Our experience with clients in the past has shown that ICE ICT enjoy an extraordinarily high customer satisfaction rating.

A. RELEVANT EXPERIENCE REFERENCES

Project 1. ALEUTIAN EAST BOROUGH (AEB)

Project Title: Helpdesk & Network Services

Contract/PO Number: 18-439

Complete name of Federal/Commercial customer: Aleutian East Borough

Type of Contract: Flat Rate – IT Services Agreement

Period of Performance: 60 Months

Description, location, and relevancy of work:
To provide a single point of contact for any and all IT related services and
functions of AEB's IT systems, architecture, and networks. ICE IT provides design,
installation, and maintenance of AEB's computer network across the state of
Alaska. AEB operations are located in King Cove, Sand Point, and Anchorage and
are solely supported by ICE IT.

Current Status, e.g. completed and/or in progress: Contract in progress

Reference name and number: Mary Tesche – P: 907-279-7559

Project 2. Alaska Hydraulics

Project Title: Helpdesk & Network Services

Contract/PO Number: N/A

Complete name of Federal/Commercial customer: Alaska Hydraulics, LLC

Type of Contract: Flat Rate – IT Services Agreement

Period of Performance: 24 Months

Description, location, and relevancy of work:
To provide a single point of contact for any and all IT related services and
functions of Alaska Hydraulics' IT systems, architecture, and networks. ICE IT
provides design, installation, and maintenance of AKH's computer network in
Anchorage, Alaska.

Current Status, e.g. completed and/or in progress: Contract in progress

Reference name and number: Kenny Overvold – P: 907-562-2217

RELEVANT EXPERIENCE REFERENCES

Project 3. Colville Holdings

Project Title: Helpdesk & Network Services

Contract/PO Number: N/A

Complete name of Federal/Commercial customer: Colville Holdings, Inc

Type of Contract: Flat Rate – IT Services Agreement

Period of Performance: 60 Months

Description, location, and relevancy of work:

To provide a single point of contact for any and all IT related services and functions of Colville's IT systems, architecture, and networks. ICE IT provided server, virtualization, backups, network, and desktop support to Colville's operations throughout Alaska. ICE Services currently supports all of Colville's locations from Prudhoe Bay, to Fairbanks, Anchorage, and the Kenai Peninsula.

Current Status, e.g. completed and/or in progress: Contract in progress

Reference name and number: Kristen Voigt – P: 907-232-7571

Project 4. COOK INLET HOUSING AUTHORITY

Project Title: Helpdesk & Network Services

Contract/PO Number: 14P-IT-212b

Complete name of Federal/Commercial customer: Cook Inlet Housing Authority

Type of Contract: Flat Rate – IT Services Agreement

Period of Performance: 36 Months

Description, location, and relevancy of work:

To provide a single point of contact for any and all IT related services and functions of CIHA's IT systems, architecture, and networks. ICE IT provided server, virtualization, and desktop support to CIHA's operations throughout southcentral Alaska.

Current Status, e.g. completed and/or in progress: Contract completed

Reference name and number: Julie Klassy – P: 907-793-3033

VOLUME 3

TECHNICIAN BILLING RATE TABLE

ICE will provide qualified staff with expertise in server and network administration, IT infrastructure, and full helpdesk services. Support will be available remotely from 6:00am to 6:00pm Sunday through Saturday. Remote Help Desk and End User Support will be billed at the Helpdesk Technician rate from the table below in 15min increments. Other services required will be billed at the appropriate corresponding rate.

ICE Telecom specializes in the building and design of turnkey IT solutions and will provide quotes and estimates individually for each project allowing for a flexible and cost-effective implementation based on project priority and importance. After the plan is approved by the City of Utqiagvik, ICE will provide full implementation services for all projects.

Technician Billing Rate Table

Position	Description	Standard Hourly Rate	Overtime Hourly Rate
Telecom Installer	Structured cabling and device installation, basic troubleshooting	$115	$170
Telecom Technician	Fiber splicing/testing, advanced troubleshooting, project management	$135	$200
Helpdesk Technician	Remote & On-Site Support for end users, workstations, printers, peripherals, etc.	$115	$170
Systems & Network Administrator	Advanced support for server applications, systems, and network.	$135	$200
Systems & Network Engineer	Systems and Network design and implementation.	$150	$225

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