

# CLAYTON COUNTY WATER AUTHORITY

## Request for Proposal

### IT INFRASTRUCTURE SUPPORT & MANAGED SERVICES

Proposal Opening: Tuesday, July 15, 2014 at 2:00 p.m. (local time)

#### A D D E N D U M # 1

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Dated: July 7, 2014

*Acknowledgment of receipt of this addendum **MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.***

#### REVISION:

- 1) **Division 2 – Section 5: Cost Proposal Form**, pages 2-5.3 and 2-5.4 of the original proposal package have been modified. Please replace those pages with the revised Cost Proposal Form, pages **2-5.3 R through 2-5.4 R** provided with this Addendum.

#### QUESTIONS AND RESPONSES:

- 1) In Section 2 #3 H. under the heading Project Understanding and Approach on page 1-2.6 There is instruction to “provide the specific Resource Fee Structure that is going to be charged to CCWA per resource or area”. Is this information to be provided in the “Project Understanding and Approach” section of our response? It’s our understanding that no cost information should be provided anywhere in our response with the exception of the Cost Proposal which is to be provided in a separate sealed envelope. The same instruction appears on pages 1-2.6 and 1-2.7. Can you please clarify?

#### Response:

All costs information should only be supplied in the separate sealed envelope.

- 2) In division 1 Section 2 #5 Financial Viability. Will 10K’s comply with this requirement for a public company? Also, can lengthy financials be provided in electronic format only to comply with company Green initiatives?

#### Response:

This is acceptable with the stipulation that the 10K be the annual report 10K. Any additional financial information can be provided in electronic format.

- 3) In Division 2 Section 1 #7 on page 2-1.2 it is indicated that the Proposer’s signature be on all separate sheets of the Proposal Form. There are no signature lines on pages 2-5.1, 2-5.2 or 2-5.3 of the Proposal Form. There is also instruction on page 2-1.3 #10 that alterations to the documents are strictly prohibited and shall result in automatic disqualification. Please advise as to how we should treat this requirement to be compliant with instructions.

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Response:

All pages of the Proposal Form should be initialed if a signature line does not appear. A initial signifies acceptance and it not deemed an alternation to the document(s).

- 4) Will there be an opportunity to negotiate any of the contract terms? As an example, some of the insurance requirements may not be appropriate or other provisions may be a better fit. Will there be an opportunity to discuss these possibilities and make changes as both parties deem necessary or beneficial?

Response:

An exceptions including but not limited to terms, conditions and insurance requirements should be submitted in writing with your proposal and noted as "exceptions". Any exceptions noted in your original submission will be taken under advisement for further negotiations as deemed appropriate.

- 5) Scope of Serv. (Pg. 1-2.1). For Statements of Work issued per the Agreement, what is the estimate project spend annually planned for this contract vehicle? Also, is there any spend limit on a per project/SOW basis or in aggregate for this contract?

Response:

While the Authority has an annual budget for IT professional services a specific budget for the services anticipated under this procurement has not been determined. Additionally there is not a spend limit for work under this annual procurement.

- 6) Scope of Serv. (Pg. 1-2.1). Could Statements of Work issued per this Agreement include hardware/software as well as services? If so, would CCWA want proposers to specify discount levels off MSRP for the stated manufacturers/technologies in the price proposal?

Response:

Intended as Services only.

- 7) Scope of Serv. (Pg. 1-2.1). Please provide a representative list of projects planned for the coming year in the Infrastructure and Sharepoint areas?

Response:

Potential Projects are listed in Division 4, Section 1, pages 4-1.1 and 4-1.2

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- 8) Cost Proposal (Pg. 2-5.3). The RFP states hourly rates should include Travel and Expense, would CCWA be open to a rate table that specifies on-site and remote support resources/rates? As often we can provide different rate structures by leveraging remote centers of excellence (different than the hourly field/on-site rate)....so having both rate structures (Remote hourly and On-Site Hourly) could lower total cost.

Response:

Yes, CCWA is open to a rate table that specifies on-site and remote support resources/rates. Please refer to the Revised "Cost Proposal Form" pages **2-5.3 R through 2-5.4 R** added at the end of this Addendum, which must be used with your Cost Proposal Submittal.

- 9) Division 4, Section 1: Infrastructure (Pg. 4-1.1). Why the reference to desktops? There are no requirements for desktops, is this informational only (Or is there an expectation of supporting desktops/end users)?

Response:

Informational

- 10) Division 4, Section 1: Infrastructure (Pg. 4-1.1). We did not see the inventory of the two datacenters. Is that somewhere else? (Table 1.7?) Is this the total? One or the other? Do the two datacenters mirrors of each other?

Response:

Datacenters are not mirrored. Table 1.7 represents the majority of the equipment that is contained in the datacenters, but not all inclusive.

- 11) Division 4, Section 1: Infrastructure (Pg. 4-1.1). There is a reference to 40 ESX hosts and 400 VMWare guests. These numbers don't match with section 1.7 on page 66, please clarify?

Response:

The numbers should have read: 5 Production and 4 DR hosts. 100 VMware guests.

- 12) Division 4, Section 1: Infrastructure (Pg. 4-1.2). What type/version of email does CCWA currently use? What desktop OS are currently resident in the environment?

Response:

*-Exchange 2013*

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*-Windows 7 primarily, small number of Vista and XP being phased out over the next year.*

- 13) Division 4, Section 1: Infrastructure (Pg. 4-1.3). Understanding that there is a requirement for highly skilled support consultants, what is the anticipated need, as measured in hours per month for onsite and the anticipated need, as measured in hours per month for offsite support?

Response:

As we are not experts in this area, we will not guess as to how many hours are needed. We will say that it is our expectation that very little onsite support would be needed (in addition to CCWA existing staff).

- 14) Division 4, Section 1: Infrastructure (Pg. 4-1.3). Do you have an existing monitoring architecture diagram?

Response:

No

- 15) Division 4, Section 1: Infrastructure (Pg. 4-1.3). What are the existing monitoring tools that are being used today?

Response:

Solarwinds Orion

- 16) Division 4, Section 1: Infrastructure (Pg. 4-1.3). Do you have a monitoring dashboard tool for management?

Response:

Solarwinds Orion.

- 17) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Do you have a reporting tool of choice?

Response:

No.

- 18) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Do you have an auto-discovery tool?

Response:

Solarwinds Orion.

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- 19) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Is there an existing ticketing system? If so, what is the name of the tool?

Response:

BMC Footprints.

- 20) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Is the current monitoring tool and ticketing integrated for auto-ticket creation?

Response:

Yes, through email notifications.

- 21) Division 4, Section 1: Infrastructure (Pg. 4-1.4). What are the future plans with the current monitoring tools and ticketing tools? Is the vendor expected to integrate, pass tickets, via log and route?

Response:

Vendor is not expected to utilize current monitoring tools already in place.

- 22) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Does the existing ticketing system provides/supports:

- Service Desk (Incident / Problem Management)
- Change Management
- Asset Management
- Release Management
- Service Level Management
- CMDB

Response:

- *Service Desk (Incident / Problem Management) provides*
- *Change Management supports*
- *Asset Management provides (implementing)*
- *Release Management supports*
- *Service Level Management supports*
- *CMDB supports*

- 23) Division 4, Section 1: Infrastructure (Pg. 4-1.4). Do you have a Service Catalog?

Response:

No

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- 24) Division 4, Section 1: Infrastructure (Pg. 4-1.1). Does the end-customer have access to a portal or Service Catalog?

Response:

No

- 25) Division 4, Section 1: Infrastructure (Pg. 4-1.1). How big is the current IT support team – number of resources?

Response:

11 people plus IT Director

- 26) Division 4, Section 1: Infrastructure (Pg. 4-1.1). How many support teams or groups – i.e.: server team, database team, network team, etc.?

Response:

*Operations(Help Desk, Network, Server, Storage) – 5 employees*

*Applications(Phone, Imaging, Program Analyst) – 6 employees*

- 27) Division 4, Section 1: Infrastructure (Pg. 4-1.1). Does the current IT support team provide 24 x 7 x 365? If so, how is off-hour support handled currently?

Response:

*Yes, Standby 5:30p – 6am M-F, All day Sat/Sun (critical support only)*

- 28) Division 4, Section 1: Infrastructure (Pg. 4-1.1). Number of resources on the Service Desk?

Response:

*2 Help Desk Technicians (Tier 1), 2 System Admins (Tier 2), 1 IT Supervisor (Tier 3)*

- 29) Division 4, Section 1: Infrastructure (Pg. 4-1.1). How big is the current customer base – number of end-customers?

Response:

Internal end users = 400 users

- 30) Division 4, Section 1: Infrastructure (Pg. 4-1.5). Please provide the average ticket/incident count by month for the following:

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<i>Windows OS</i>
<i>Unix/ Linux Servers</i>
<i>Database</i>
<i>SAN</i>
<i>Routers/ Switches</i>
<i>Firewalls/ WAN accelerators/ other devices</i>

Response:

<i>Windows OS</i>	<i>40</i>
<i>Unix/ Linux Servers</i>	<i>0</i>
<i>Database</i>	<i>4</i>
<i>SAN</i>	<i>2</i>
<i>Routers/ Switches</i>	<i>10</i>
<i>Firewalls/ WAN accelerators/ other devices</i>	<i>2</i>
<i>VoIP</i>	<i>8</i>

- 31)** Division 4, Section 1: Infrastructure (Pg. 4-1.5). Can you provide a CSV dump of your ticket data for the previous 6 month period?

Response:

Not at this time

- 32)** Division 4, Section 1: Infrastructure (Pg. 4-1.5). Please provide an inventory of all IT networking and SAN Infrastructure equipment (per representative table below):

Location	Server/ Router/ Firewall/ SAN/ Other	Make/ Model	OS, Applications, Database	Criticality of device Critical/ High/ Low
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Response:

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<i>Location</i>	<i>Server/ Router/ Firewall/ SAN/ Other</i>	<i>Make/ Model</i>	<i>OS, Applications, Database</i>	<i>Criticality of device Critical/ High/ Low</i>
HQ	20 Physical Servers	IBM/ Various	Windows Server (2003/08/12), ESXI 5.1, SQL 2008R2/2012R2	High
HQ	30 Virtual Servers	VMware	Windows Server, SQL 2008R2, 2012R2	High
HQ	2 Routers	Cisco/2821	Voice Gateways	High
HQ	1 Firewall	Cisco 5520	Firewall	High
HQ	3 SANs	IBM v7000 Equallogic PS6000		High Low
HQ	25 Network Devices	Cisco/Various		High
Remote	15 Network Devices	Cisco/Various		High
Remote	2 Virtual Servers	Vmware		High

- 33) Division 4, Section 1: Infrastructure (Pg. 4-1.5). Can you please provide an inventory of the DB2 and SQL Server databases along with database size (please mention the DB application versions)?

Response:

SRV-NS-LIVE – SQL 2008 R2 – 70 GB

SRV-SQL01 – SQL 2008 R2 – 90 GB

SRV-SQL02 – SQL 2008 R2 – 380 GB

SRV-SHAREPOINT – SQL 2008 R2 – 70 GB



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- 34) Division 4, Section 1: Infrastructure (Pg. 4-1.5). 170 applications are mentioned, would you please provide a list of the enterprise/large workgroup applications (highest priority applications used at the enterprise/workgroup level)?

Response:

*Northstar (CIS)*  
*JDEdwards (ERP)*  
*Cityworks (CMMS)*  
*Cisco (VoIP)*  
*Exchange (Email)*  
*Sharepoint*  
*ESRI (GIS)*  
*MS Office*

- 35) Division 4, Section 1: Infrastructure (Pg. 4-1.5). Please list the tools used, identify the ones owned by you, versus subscribed to (under SaaS) versus provided by a third party as part of a current managed services contract.

Incident management / ticketing
Patch management
Remote application deployment/ packaging
Data backup
Job scheduling
Log capture/ analysis
Gateway Anti-virus/security
Desktop anti-virus/ security
Network monitoring

Please identify the tools that will be available to the service provider.

Response:

<i>Incident management / ticketing</i>	<i>Footprints</i>
<i>Patch management</i>	<i>System Center</i>
<i>Remote application deployment/ packaging</i>	<i>System Center</i>
<i>Data backup</i>	<i>Symantec Backup Exec, Veeam</i>
<i>Job scheduling</i>	<i>None</i>
<i>Log capture/ analysis</i>	<i>None</i>

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<i>Gateway Anti-virus/security</i>	<i>None</i>
<i>Desktop anti-virus/ security</i>	<i>Symantec Endpoint Protection</i>
<i>Network monitoring</i>	<i>Solarwinds Monitoring</i>

- 36) Division 4, Section 1: Infrastructure (Pg. 4-1.5). How many servers (including ESX hosts) should be monitored (i.e. do you just want Prod Servers Monitored, or Test/Dev/DR as well)?

Response:

*Prod Servers only – 26 virtual, 11 physical, 5 esxi hosts*

- 37) Division 4, Section 1: Infrastructure (Pg. 4-1.5). What monitoring level of service is required for each server/device?

- Bronze Service – availability monitoring only (Up / Down)
- Sliver Service – includes Bronze and OS monitoring (CPU, Memory, Disk processes, logfile, etc.)
- Gold Service – includes Bronze, Silver, Application (Database, Middleware, etc.) monitoring of transaction

Response:

- *Bronze Service – availability monitoring only (Up / Down)  
24 Servers*
- *Sliver Service – includes Bronze and OS monitoring (CPU, Memory, Disk processes, logfile, etc.)  
9 Servers*
- *Gold Service – includes Bronze, Silver, Application (Database, Middleware, etc.) monitoring of transaction  
9 Servers*

- 38) Page 4-1.5. Number of applications need to be monitored?

Response:

*Cityworks*

*Northstar*

*Mcare – IIS*

*Ecure – IIS*

*Exchange*

*Windows Server*

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- 39) Page 4-1.5. Number of network devices need to be monitored?

Response:

*40 Switches/Routers/Firewalls*

- 40) Division 4, Section 2: SharePoint (Pg. 4-2.1). The scope and start date will be determined by the responses to this RFP and other internal CCWA factors.

Q: What factors in particular will affect the RFP that will adjust the scope and start date?

Response:

The award of this procurement requires Board approval in which our Board only meets once a month followed by contract preparation and execution will impact the start date. Additionally current and future Authority work priorities may impact that scope and timing of work under this procurement.

- 41) Division 4, Section 2: SharePoint (Pg. 4-2.1). D. Adherence to Governance principles.

Q: Is there already a written governance plan? Is this overseen by a person or board within CCWA? What input would be expected or acceptable from the vendor?

Response:

No governance plan, we welcome best practice recommendations.

- 42) Division 4, Section 2: SharePoint (Pg. 4-2.1). E. Trouble Shooting security and access issues.

Q: Are access issues (user is accidentally locked out) subject to the 30 minute offsite standard response time listed later in the document? Does this include weekend calls?

Response:

No, access issues are subject to reasonable effort, and this is one area that CCWA would want to retain ability to unlock a users account, along with the vendor having capability to do so.

- 43) Division 4, Section 2: SharePoint (Pg. 4-2.2). Assisting with the implementation of software patches/updates provided by the CCWA for the SharePoint content and code, Microsoft for the underlying SQL Server database.

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Q: How will patches and updates be tested and reviewed for suitability? If the vendor determines a patch is incompatible with the deployed SharePoint farm, what is the process at that point from a support point of view?

Response:

This needs to be determined

**44)** Division 4, Section 2: SharePoint (Pg. 4-2.2). 2.7.

A. Tier-1 Support: There must be Tier-1 level support for CCWA. Tier-1 will provide the critical support for CCWA and enable proficient response times with live specialists.

Tier-1 also provides support for daily maintenance routines with a live specialist on a 'call back' basis.

1. Initial Dedicated Onsite Support: Per CCWA's request, the primary resource will be onsite for the transition phase. Please provide an estimate of the duration of this phase.

Q: What is the current state of SharePoint farm monitoring? What, if any non-standard modifications have been made? What is the expected focus for the onsite transition? Is all SharePoint support to be delegated to the vendor?

Response:

We do not monitor this in a consistent way. Some modification, but nothing major. It is our intent that all support will be delegated to the vendor

**45)** Division 4, Section 2: SharePoint (Pg. 4-2.3).

2. Guarantee of estimated hours a month of offsite/onsite support throughout term – please provide proposed guaranteed number of hours and support for that guarantee level.

Q: Is there an expected minimum? What would that be?

Response:

We do not have a firm estimated number in mind. CCWA recognizes that we are not currently monitoring Sharepoint, nor are we doing the types of items (patching, testing, etc. that should be done. The environment is stable, with very little/no development work underway. New projects, and upgrade of Sharepoint to latest version may necessitate additional time needing to be spent.

**46)** Division 4, Section 2: SharePoint (Pg. 4-2.3).

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3. Dedicated Person: Dedicated primary and secondary technical resources (prequalified by CCWA) will be assigned to the account.

Q: Given that this is a support role; will a support rotation be acceptable?

Response:

It is feasible that multiple support personnel would be familiar with our environment, and that the support people will change over time. We do want to ensure, however, that we do not continually have personnel that are not familiar with our environment working on our systems.

**47)** Division 4, Section 2: SharePoint (Pg. 4-2.3).

6. Emergency Onsite Support: A technician will be onsite 'no later' than one business day from communicated emergency if issues cannot be resolved remotely.

Q: Offsite emergency support is within 15 minutes, but emergency onsite support is the next business day which means the problem can wait over the weekend? Or is this an incorrect reading? Saturday and Sunday aren't usually referred to as business days.

Response:

If emergency happens late Friday or on weekend, we would expect someone to be onsite on Monday a.m., if this cannot be resolved via offsite resources.

**48)** Division 4, Section 2: SharePoint (Pg. 4-2.3).

7. Offsite Standard Response: 30 minute response time for a standard call.

8. Offsite Emergency Response: 15-minute response time for emergencies.

Q: Is there a specified written standard that differentiates between items 7&8? How will communications be directed to identify the difference? Separate emails, phone numbers? This is particularly important since there is a penalty assessment in a later section: Vendor will credit CCWA 2 hours of time.

Response:

Emergency is defined as system is hard down, as should be reported as such. All other items would be "standard response" items. CCWA and vendor will need to clarify details on notification and reporting, and if there is a concern you should feel free to submit appropriate wording as part of your response.

**49)** Division 4, Section 2: SharePoint (Pg. 4-2.4).

B. High Availability Support

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High availability support is required in emergency situations requiring immediate action from Vendor. The "primary" support specialist from Vendor must be responsible for this support with the secondary on call. High availability includes live response via phone, email, pager, and or onsite support per contract terms. Emergencies are described as SharePoint services are down.

Q: Is the SharePoint Farm configured for HA? If the SharePoint farm is not configured for high availability, what are the expectations of the vendor if there is a major hardware outage? For example, if the Microsoft SQL Server content database fails?

Response:

*No. Notify CCWA of outage. Resolve issues if possible, assist CCWA in troubleshooting/resolution of issue.*

50) Division 4, Section 2: SharePoint (Pg. 4-2.5).

F. Staffing Technical Experience. Technology staff shall possess the following qualifications for SharePoint:

Single sign-on (SSO)

Q: Which particular SSO technology is being referred to? AD FS? Something else?

Response:

Active Directory

**Acknowledgment of receipt of this addendum *MUST BE SIGNED AND INCLUDED IN YOUR RESPONSE TO THE RFP.***

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SIGNATURE

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COMPANY NAME

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Date

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form – REVISED**

**This Form must be provided in a separate sealed envelope, and placed within the completed sealed RFP submittal package.**

**I. IT INFRASTRUCTURE SUPPORT – COST PROPOSAL**

The fee/rate schedule shall be all-inclusive, including but not limited to travel, overhead and administrative costs.

<b>Monthly IT Infrastructure Support Managed Services:</b>		<b>Proposed MONTHLY Rate</b>
Proposed cost		\$ _____
<b>Total cost estimate/rates for IT Infrastructure Support</b>	<b>Proposed Hourly Rate ON-SITE</b>	<b>Proposed Hourly Rate REMOTE</b>
Project Manager	\$ _____	\$ _____
Server Engineer	\$ _____	\$ _____
Network Engineer	\$ _____	\$ _____
Trainer	\$ _____	\$ _____

**II. SHAREPOINT SUPPORT – COST PROPOSAL**

The fee/rate schedule shall be all-inclusive, including but not limited to travel, overhead and administrative costs.

<b>Monthly Sharepoint Support Managed Services:</b>		<b>Proposed MONTHLY Rate</b>
Proposed cost		\$ _____
<b>Total cost estimate/rates for Sharepoint Support Managed Services:</b>	<b>Proposed Hourly Rate ON-SITE</b>	<b>Proposed Hourly Rate REMOTE</b>
Project Manager	\$ _____	\$ _____
Server Engineer	\$ _____	\$ _____
Network Engineer	\$ _____	\$ _____
Trainer	\$ _____	\$ _____

Submitted by: \_\_\_\_\_  
COMPANY NAME OF PROPOSER)

**Division 2**

**Proposal Submittals**

**Section 5: Cost Proposal Form – REVISED**

I have read and understand the requirements of this request for proposal and agree to provide the required services in accordance with this proposal and all attachments, exhibit(s), etc.

**Submitted by:**

\_\_\_\_\_  
(COMPANY NAME OF PROPOSER)

\_\_\_\_\_  
By: (OFFICER NAME)

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(TITLE)

\_\_\_\_\_  
(DATE)

\_\_\_\_\_  
(COMPANY ADDRESS)

\_\_\_\_\_  
(CITY, STATE, ZIP CODE)

PHONE NUMBER: \_\_\_\_\_

FAX NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

WEBSITE: \_\_\_\_\_

DATE: \_\_\_\_\_

**END OF SECTION**