

Managed Service Provider (MSP) Proposal for Town of Bowdoinham

Prepared By: InfoTech Maine, LLC

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Prepared For: Town of Bowdoinham

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Introduction:

InfoTech Maine, LLC is pleased to present this Managed Service Provider (MSP) proposal, designed not only to support and maintain the Town of Bowdoinham's network and computer systems, but also to strengthen the security, reliability, and data protection of its IT infrastructure - serving the Town Office, Public Works, and Waterfront facilities. As a local Maine business, we are committed to providing dependable and effective IT solutions. This proposal outlines a range of services designed to proactively manage your workstations, safeguard against cyber threats, and ensure business continuity through robust data backup and recovery.

Understanding Your Needs:

Based on our initial understanding, the Town of Bowdoinham requires comprehensive IT management for twenty-four (24) workstations and one (1) server, focusing on:

- **Proactive System Management:** Ensuring optimal performance and minimizing downtime.
- **Advanced Threat Protection:** Shielding your systems from sophisticated cyberattacks.
- **Reliable Data Backup and Recovery:** Protecting critical data and enabling swift recovery in case of data loss.
- **Flexible Service Options:** The ability to select services based on your specific needs and budget.
- **Reliable Support for Unforeseen Issues:** Access to timely and effective break-fix services.

Proposed Solution: Flexible Managed Services

InfoTech Maine, LLC offers the following managed services, which can be selected individually or as a comprehensive suite:

1. Remote Monitoring and Management (RMM):

- **Scope:** Monitoring and management of 24 workstations.
- **Features:**
 - 24/7 monitoring of system health and performance.
 - Proactive detection and alerting of potential issues.
 - Automated patch management and software updates.
 - Performance reporting and capacity planning insights.
 - Secure remote access for efficient troubleshooting and support.
 - Regular system maintenance tasks.
- **Pricing:** \$5.95 per workstation per month, and \$24.95 per server per month.

2. Sophos Managed Detection and Response (MDR):

- **Scope:** Sophos' most advanced endpoint protection with 24/7 threat monitoring and response by Sophos security experts.
- **Features:**
 - Industry-leading endpoint protection powered by AI and machine learning.
 - 24/7 monitoring by Sophos security analysts.
 - Proactive threat hunting and incident analysis.
 - Guided response and remediation advice provided by Sophos.
- **Pricing - Monthly Sophos Intercept X with MDR:** \$8.95 per workstation month, and \$16.95 per Server per month.

3. Axcient Cloud Backups for Microsoft 365 Services:

- **Platform:** Axcient CloudFinder backup service.
- **Scope:** Comprehensive backup and recovery solution for Microsoft 365 Cloud services.
- **Features:**
 - Secure offsite cloud storage for data redundancy and retention.
 - Backups of licensed and shared mailbox users.
 - Includes SharePoint and OneDrive directory backups.
- **Pricing:** \$4.00 per licensed user per month, and free for additional unlicensed users.

4. Axcient x360 Cloud Backups via Replibit:

- **Platform:** Axcient x360 Cloud backup service, managed through a local Replibit backup appliance.
- **Scope:** Comprehensive backup and recovery solution for one (1) Server.
- **Features:**
 - **Local Backup Appliance (Replibit):**
 - Local image-based backups for fast recovery.
 - Instant Virtualization capabilities for immediate business continuity.
 - **Axcient x360 Cloud:**
 - Secure offsite cloud storage for data redundancy and disaster recovery.
 - Flexible backup scheduling and retention policies.
 - Granular file and folder recovery.
 - Regular backup verification and testing.
- **Pricing (Local Replibit Appliance):**
 - **Lease-to-Own:** To be determined – may be able to use existing appliance
- **Monthly Axcient x360 Cloud Backup Cost (1 Server):** To Be Determined (TBD)

Investment Summary (Per Month for twenty-four (24) Workstations and one (1) Server):

Service	Monthly Cost (24 Users & 1 Server)
Remote Monitoring and Management (RMM)	\$167.75
** Sophos Intercept X with MDR (24x7)	\$231.75
Axcient Cloud Backup for Microsoft Services	\$96.00
Replibit Appliance and Cloud Backup	\$TBD
Total Monthly Cost (without Replibit)	\$495.50

** Based on the Sophos Intercept X with MDR licensing model. Other licensing models available at lower costs, and merits further discussion for the best fit for TOB.

Break-Fix Services:

For any IT issues that fall outside the scope of our managed services, InfoTech Maine, LLC offers break-fix support at an hourly rate of **\$99.00 per hour**, billed in 15-minute increments, with **one-way travel charges** applicable for on-site support. All services rendered by InfoTech Maine will be provided on a month-to-month basis, except for leasing the Replibit appliance if decided, or a term-license with Sophos AV if needed. No other contracts required.

Benefits of Choosing InfoTech Maine, LLC:

- **Flexible Service Options:** Choose the services that best align with your needs and budget.
- **Proactive IT Management:** Minimize downtime and maximize workstation performance.
- **Enhanced Security Posture:** Select the level of Sophos protection that suits your requirements.
- **Reliable Data Protection:** Ensure business continuity with local and cloud-based backups.
- **Predictable Costs:** Our per-workstation pricing allows for easy budgeting.
- **Reliable Break-Fix Support:** Access to expert assistance when unexpected issues arise.
- **Local Support:** We are a Maine-based company committed to providing responsive and reliable support.
- **Security Minded:** Cybersecurity is our primary focus and is evaluated in every decision.

Transition Proposal:

The InfoTech Maine team would like to visit on-site to evaluate this proposal and determine any other pain points or potential speedbumps to ensure as smooth of a transition as possible. Afterwards, on a pre-determined date, our team will come back onsite and transition software on all workstations and the server to our services. We expect the total time per PC to take around 10-15 minutes. We will also setup our access into the Server and Microsoft 365 environments. Furthermore, we will configure and adopt the Networking equipment at all three sites into our environment for network monitoring and remote management. After this part of the setup, we will be able to setup users with a new VPN access and MFA solution. The total expected timeframe for this transition work is expected to take our team two full days.

Onboarding Costs: Total cost for transition and all associated labor is set at a flat rate of:

- \$1,500 for the Town Office
- \$250 for the Waterfront
- \$250 for the Public Works location.

IT Service Provider – Transition to InfoTech

	Per User Charge		Comments
	ERGOS	InfoTech	
Monthly Charges			
Workstation Monitoring	\$ 5.95	\$ 5.95	18 workstations
Server Monitoring	\$ 29.95	\$ 29.95	1 server
DUO 2FA	\$ 4.00	\$ 4.00	8 users
Axcient 0365	\$ 5.00	\$ 4.00	24 email users
Technical Service			
Hourly Rate	\$ 125.00	\$ 99.00	
<i>FY2025 charged for 76 hours tech service</i>	\$ 9,500.00	\$ 7,524.00	<i>For comparison of tech service savings</i>
Sophos yearly subscription	\$ 700.00		
Proposed Version Change	\$ 8.95	\$ 161.00	18 workstations
	\$ 16.95	\$ 16.95	1 server
		<u>\$ 177.95</u>	monthly fee

Proposal to move to Sophos Intercept X with MDR is due to a situation with a compromised email account. This purposed level of Sophos will give an added level of protection the Town currently does not have and will be more proactive in preventing and dealing with attacks.