



June 19, 2019

Sam Orth  
Director/CIO  
Department of Technology  
1111 East Broad Street  
Suite 300  
Columbus, OH 43205

RE: Alarm Monitoring & First Responder Services Rev 1  
TechSite Job # 3288

Dear Sam,

Thank you for the opportunity to discuss alarm management services of your critical infrastructure equipment. As you know, your critical infrastructure equipment is the backbone of your IT services.

City of Columbus data center is critical to the operation of your business. City of Columbus personnel are experts in computer hardware, software and networking. Monitoring, maintaining and managing the critical infrastructure are areas where TechSite can offer expert assistance. This proposal provides City of Columbus a resource to improve the management of the data center infrastructure. City of Columbus and TechSite working together as a team can improve an already top notch operation.

Again, thank you for considering TechSite for your critical facility support. Please let us know if you have any further questions.

Sincerely,

Mike VanScoy  
Director of Maintenance Services

**PROJECT:**

# **Alarm Monitoring & First Responder Services Rev 1**

City of Columbus  
Broad St and West Datacenters  
Columbus OH

TechSite Proposal Date:  
June 19, 2019



## PROJECT PURPOSE AND INTRODUCTION

The City of Columbus management team is consistently looking for ways to improve their operations. One area of operation identified for improvement is the monitoring and emergency management of the critical infrastructure equipment. TechSite is proposing to supplement City of Columbus 's management with its own 24/7/365 management services. The combined management skills of City of Columbus and TechSite will provide a well-managed data center critical infrastructure.

**Broad St and West Datacenters, Alarm Monitoring & First Responder Services, September 1, 2019 – August 31, 2020.....\$54,105**

## SCOPE OF TECHSITE'S PROPOSED SERVICE:

TechSite proposes to provide the following 24/7/365 services:

1. Provide the following Monitoring Service Response for SiteScan alarms and emergency calls:
  - a. Provide Emergency Response Services including:
    - i. Monitoring and 1<sup>st</sup> Responder 24/7/365
    - ii. Guaranteed 30 minute response via phone and 1 hour on site, after the phone response, in the event of an emergency.
    - iii. If called by City of Columbus, TechSite will provide 30 minutes of phone support per incident as a part of this agreement.
    - iv. Follow up on Repairs needed that arise during emergency response coverage.
  - b. Continue to utilize the secured communications between TechSite monitoring system and City of Columbus SiteScan Server. TechSite will use this connection to assist in emergency responses and reporting. Additionally TechSite will review the systems on a monthly basis to verify and notify City of Columbus of changes in conditions at the data center
2. Prepare and coordinate monthly briefing with City of Columbus to communicate status of services including:
  - a. Review of Emergency Services Response time and Status Updates
  - b. Review and Update Open Issues Log including outstanding proposals
3. Maintain Issue Log including the following
  - a. Emergency Services –
    - i. Issue Description
    - ii. Date, Time and Severity of Issue
    - iii. Response Time
    - iv. Corrective Measures
    - v. Post Service Review including:
      1. Recommendations to avoid future occurrences of same issue
      2. Grading Response by all
      3. Possible causes



- b. Open Issues Log
  - i. Open Proposals for Upgrades
  - ii. Open recommendations
  - iii. Open budget items
  
4. Capacity Monitoring – TechSite to conduct monthly facility visits to:
  - a. Record current capacity of the following equipment:
    - i. Service Entrance Gear
    - ii. UPS
    - iii. PDUs
    - iv. Static Transfer Switch RDC
  - b. Observe the conditions of the above equipment and the facilities Computer Room Air Conditioning (CRAC) equipment
  - c. Observe condition of the data center and support rooms to make recommendations for improvement
  - d. Produce a monthly report that shows capacity trends of the critical infrastructure equipment, when it is time to plan for new equipment additions, and when the critical infrastructure equipment is at maximum capacity

## Agreement

City of Columbus as the Owner and TechSite as the First Responder, agree to the services to be provided, as listed with the Customer agreeing to compensate TechSite.

TechSite agrees to perform the following services:

- **Provide 24 hour – 365 day emergency response including holidays (TechSite will respond to unlimited incidents.**
- **TechSite will follow up on Repairs needed that arise during emergency response coverage.**
- **TechSite will maintain the secure communications connection between TechSite monitoring systems & City of Columbus SiteScan Server (requires City of Columbus granting TechSite having access to City of Columbus network.) TechSite will use this connection to assist in emergency responses and reporting.**
- **Provide programming updates of SiteScan system to send alarm notifications and custom reports to TechSite monitoring systems.**
- **Prepare and coordinate monthly briefing with City of Columbus to communicate status of services.**



Upon mutual agreement by both parties and approval by City authorities, can be extended/renewed for two (2) additional one-year terms.

Payment terms as follows: After the contract becomes active, TechSite will invoice Quarterly.

This agreement entered into as of the date first written below:

Date: \_\_\_\_\_, 2019

**TECH SITE**

As the Design/Build Consultant

By: \_\_\_\_\_

Name: Mike VanScoy  
\_\_\_\_\_

Title: Director of Maintenance Services  
\_\_\_\_\_

Date: \_\_\_\_\_

**City of Columbus**

As the Owner

BY: \_\_\_\_\_

Name: Sam Orth  
\_\_\_\_\_

Title: Director/CIO  
\_\_\_\_\_

Date: \_\_\_\_\_

**2019 Consulting Hourly Rate Schedule, effective January 1, 2018**



This rate schedule is provided for informational purposes. This schedule will be used if additional work is requested that goes beyond the scope of this project.

<i>Description of Service</i>	<i>Hourly Rates</i>
Principle	\$175
Director of Construction	\$115
Project Manager	\$105
Director of Maintenance Services	\$115
Maintenance Manager	\$110
Maintenance Supervisor	\$100
Maintenance Coordinator	\$ 75
Assistant Maintenance Coordinator	\$ 55
Vice President of Engineering	\$150
Senior Engineers	\$130
Engineer	\$115
Assistant Engineer	\$ 95
Administrative Asst.	\$ 55

**Additional Expenses:**

Client will be charged cost plus fifteen percent (15%) for any outside consultants, supplies, materials, equipment, and/or tools provided by TechSite as part of this project.

